

Safety & Security ACTION PLAN



Quarter 1 2024 Update

For the May 1, 2024 Metropolitan Council Committee of the Whole

Contents

Safety & Security Action Plan Quarterly Updates	3
Part 1: Status Updates on Action Items.....	5
Area of Work 1: Improving Conditions on the System	6
Area of Work 2: Training and Supporting Employees	12
Area of Work 3: Engaging Customers and Partners.....	15
Part 2: Data Relating to Measurable Goals	19
Area of Work 1: Improving Conditions on the System	20
Measurable goal: Decreased serious crime on transit.....	21
Measurable goal: Decreased violations of “Rules for Riding”	24
Measurable goal: Increased official presence on transit.....	24
Measurable goal: Police response time meets standards	29
Measurable goal: Response time to address facilities work orders meets standards	32
Measurable goal: Increased proportion of rides with lighting at their stop or station	35
Measurable goal: Decreased customer complaints relating to public safety on transit.....	35
Measurable goal: Improved customer satisfaction relating to public safety on transit	36
Measurable goal: Increased hiring and retention for officers and non-sworn personnel who provide presence.....	37
Area of Work 2: Training and Supporting Employees	38
Measurable goal: Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work	39
Measurable goal: Increased structured interaction and cross-learning opportunities between police and other frontline employees	44
Measurable goal: Achieving target rates for operator check-ins and on-boards by MTPD	44
Area of Work 3: Engaging Customers and Partners.....	45
Measurable goal: Increased availability of information about safety and security efforts.....	45

Safety & Security Action Plan Quarterly Updates

Metro Transit's Safety & Security Action Plan summarizes the steps Metro Transit is taking to make transit safer and more welcoming. The first version of this plan was completed in June 2022 following significant customer and employee engagement. The plan is a living document that will be regularly updated.

The current version of the plan identifies more than 40 actions that build on Metro Transit's work to improve public safety on transit. The plan is organized around three areas of work: (1) improving conditions on the system, (2) training and supporting employees, and (3) engaging customers and partners.

In June 2022, the Metropolitan Council endorsed the Safety & Security Action Plan's three areas of work and established a requirement that Metro Transit report on action plan progress quarterly. To fulfill this requirement, Metro Transit will present this report to the Metropolitan Council Committee of the Whole and make this update available on its website at: www.metrotransit.org/public-safety.

The Safety & Security Action Plan includes efforts to implement state legislation passed during the 2023 session of the Minnesota Legislature, including several provisions were already in progress through existing action items. Most notably, the legislation included:

- **A ¾-cent metro-area sales tax for transportation.** The metro-area sales tax that took effect on Oct. 1, 2023, will provide a predictable revenue source for transit operations and maintenance, including investments in public safety.
- **Transit Safety Intervention Project (TSIP).** TSIP is a coordinated, high-visibility effort to provide enhanced social services and Code of Conduct and law enforcement on transit. TSIP is led by Metro Transit with participation from state and local partners and community-based social service organizations. (See action item 3.15.)
- **Transit Rider Investment Program (TRIP).** TRIP authorizes the creation of a program that will allow non-police personnel to issue administrative citations for fare non-compliance. These citations replace the former misdemeanor citations that could only be issued by sworn police officers and were rarely prosecuted. In October 2023, the Metropolitan Council adopted a policy and resolution to create TRIP and began issuing administrative citations in December 2023. (See action items 1.2 and 3.2.)
- **Transit Rider Activity.** This includes a requirement that the Council adopt and prominently display a Code of Conduct, following a public engagement process. The Council adopted the Code of Conduct in December 2023. This legislation also requires Metro Transit to clearly designate paid fare zones, maintain camera monitoring, and maintain the public address system on light rail. (See action items, 1.4, 1.5, and 3.7.)
- **Cleaning and Repair standards.** This requires establishing cleaning standards for transit vehicles and facilities and reporting to the legislature every two years, beginning October 1, 2023. (See action item 1.17.)
- **Transit Safety and Rider Experience Legislative Report.** Covers numerous topics, including transit public safety issues and actions taken to improve public safety, updates on TRIP implementation and impact, data on crime, warnings/citations issued and personnel numbers, and recommendations to change the administration citation program and improve safety on public transit. The report is due to the legislature by February 15 every year. (See action item 3.11.)

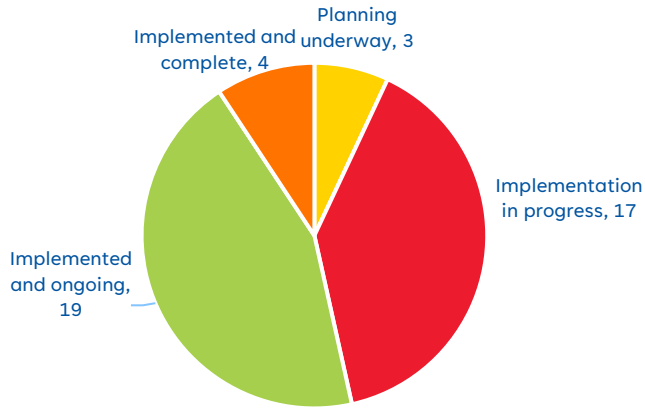
This Quarter 1 2024 update is divided into two parts:

- Part 1: Status Updates on Action Items
- Part 2: Data Relating to Measurable Goals

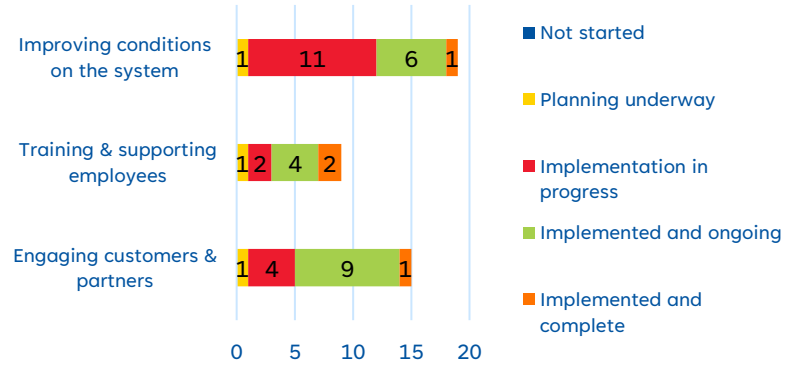
Part 1: Status Updates on Action Items

The first part of this update includes information on the implementation status for the 43 action items at the end of Quarter 1 2024.

Number of action items in each implementation status category



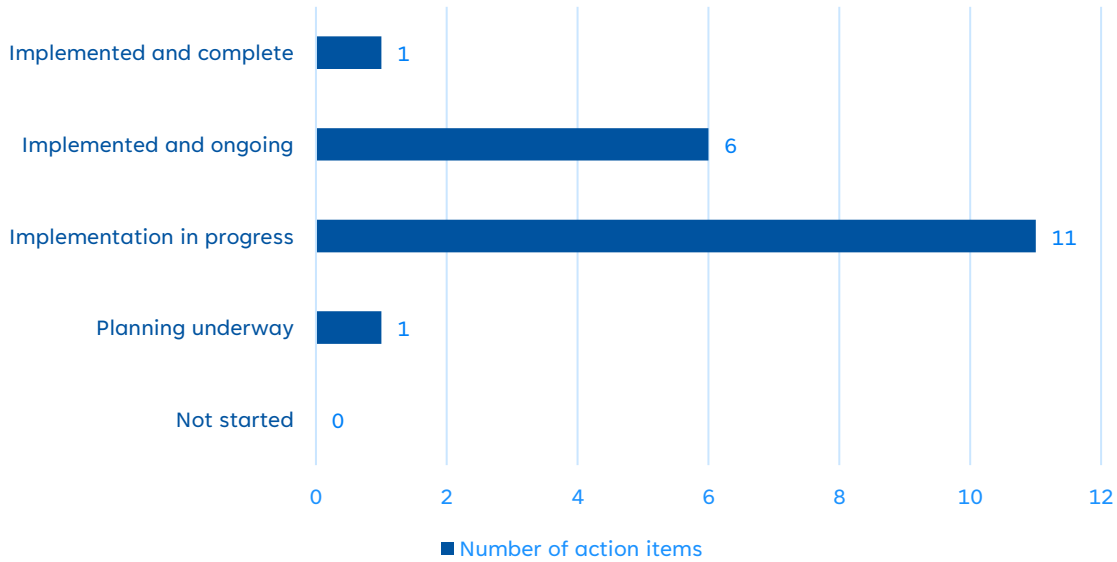
Action item status by area of work



Area of Work 1: Improving Conditions on the System

The “improving conditions on the system” area of work includes action items designed to improve the experience of customers and employees when on the Metro Transit system. There are 19 action items in this area of work.

Area of Work 1: Action Item Status as of Quarter 1 2024



Action Item	Q1 2024 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

<p>1.2 Review and adjust approach to increasing official presence with non-sworn personnel on the system</p> <p><i>Relates to 2023 legislation</i></p>	<p>Metro Transit Police Department Community Service Officers (CSOs) began issuing administrative citations for fare non-payment on December 4, 2023.</p> <p>Following Council action in December 2023 to amend the existing contract with Allied Universal, Metro Transit started deploying contracted TRIP Agents in February 2024. In Q2 2024, Metro Transit will move forward hiring additional TRIP Agents.</p> <p>As required by the TRIP legislation, in addition to inspecting fares and issuing administrative citations, the personnel also interact with customers to advise regarding the code of conduct, assist with wayfinding and directions, and connect individuals to social services when needed.</p>			X		
<p>1.3 Pilot the use of contracted security guards at transit facilities that frequently generate police calls</p>	<p>During the quarter, contracted security officers continued staffing locations that included: Lake LRT, Franklin LRT, Brooklyn Center Transit Station, I35/Lake, Chicago/Lake and the Uptown Transit Center. During the quarter, additional security resources were deployed to the Airport light rail.</p>				X	
<p>1.4 Review existing Code of Conduct and enforcement procedures, seek Metropolitan Council adoption of updated Code of Conduct, and broadly and regularly communicate adopted Code of Conduct to employees and riders</p> <p><i>Relates to 2023 legislation</i></p>	<p>In December 2023, the Metropolitan Council adopted an updated Code of Conduct that was developed through an extensive process of customer and employee engagement. The adopted Code of Conduct as well as illegal activities create the basis of our Rules for Riding. Signage with Your Role as a Rider was updated across LRT and BRT stations in Q1 2024. The Take Pride in Your Ride Campaign launched in February, emphasizing everyone’s responsibility to each other in shared spaces. For the remainder of 2024, each month will focus on a specific element within the Code of Conduct to further communicate the Code of Conduct importance. Action item relates to implementing the Transit Rider Activity provision included in 2023 state transportation bill.</p>				X	
<p>1.5 Expand real-time monitoring of security cameras, including facility and bus cameras</p> <p><i>Relates to 2023 legislation</i></p>	<p>During the quarter, staff in the Real Time Information Center (RTIC) logged 3105 hours of service. Additionally, RTIC staff continue to help and support MTPD and Metro Transit operations by actively responding to requests and actively monitoring hot spots throughout the system. MTPD also continued work with Human Resources to fill the remaining RTIC Specialist opening.</p> <p>As of April 19, RTIC has the software installed to make real-time platform announcements at all Rail stations.</p> <p>Metro Transit Bus Maintenance staff have installed monitors on 146 buses of 762 total buses (19%). 255 buses are currently equipped with compatible DVR systems. Going forward Metro Transit will include monitors in the procurement of all new buses.</p>			X		

<p>1.6 Review late night service and facility hours to assess whether there is a relationship between hours and security issues. Apply an equity lens to this review, recognizing potential impacts on customers who rely on late-night service.</p>	<p>The Champion Facilities Committee (action item 1.15) continues to meet and assess facility hours as part of its work, and adjustments are made based on their recommendations. As part of Network Now survey efforts, riders were asked whether they preferred more frequent service or service that began earlier and/or ran later in the day. These survey findings and other engagement efforts will help continue the conversation around late-night service.</p>			X		
<p>1.7 Improve conditions at high-traffic facilities, including the Franklin Avenue and Lake Street/Midtown stations through design changes</p>	<p>Design for the Lake Street/Midtown project is underway, multiple internal information gathering meetings have occurred. Replacement of multiple glass panels has occurred, and Supplemental Security continues to be onsite.</p> <p>Facilities staff led repairs to the elevators, and they are ready for service, new doors for both cars have been ordered and will be installed once they arrive. Supplemental Security continues to be onsite.</p>			X		
<p>1.8 Continue investment in Better Bus Stops program, which includes adding lighting to shelters based on adopted criteria</p>	<p>Planned 2024 bus stop capital improvements through the Better Bus Stops program include:</p> <ul style="list-style-type: none"> • Add 30 shelters • Replace 20 aged shelters • Construct 60 accessible boarding pads • Add light to 40 shelters • Add heat to 7 shelters <p>Updating shelter placement guidelines in 2024, including guidelines for adding light to shelters, which is a Safety & Security Action Plan metric.</p>				X	
<p>1.9 Continue investment in public art at facilities to deter vandalism and create a more inclusive, welcoming experience</p>	<p>The Bus Shelter Beautification Project has become an annual program, and Facilities Maintenance continues to address areas where public art can help deter graffiti.</p> <p>Eighteen bus shelters, the Chicago-Lake Transit Center, and the waiting area at the Smith Avenue Ramp currently have window cling artworks. Interior anti-graffiti graphics, previously installed in the South Tower of Lake Street-Midtown Station, have been added to the North Tower. Murals were added to three Rail Crossing Houses (Prospect Park, 38th Street and US Bank Stadium Stations).</p> <p>Next steps include installing:</p> <ul style="list-style-type: none"> - In partnership with the Walker Art Center and Juxtaposition Arts, add art clings to seven D Line shelters in North Minneapolis - Window cling artworks on five additional bus shelters 				X	

	<ul style="list-style-type: none"> - Interior anti-graffiti graphics -complete the south tower of Lake Street/Midtown Station and walls of Central Station skyway - Murals on three more rail crossing houses 					
1.10 Continue review of MTPD policies. Apply an equity lens as part of this review through partnership with Metro Transit's Equity & Inclusion team	During the quarter, MTPD posted to hire a policy analyst. As part of MTPD's Great Workplace Project (GWP), the policy analyst will prioritize policies for review to include applying an equity lens. While work began to hire the analyst, MTPD began work on updating the policy manual based upon a priority list and plans to incorporate roll call training into all policy updates moving forward.			X		
1.11 Improve transit service reliability	<p>Bus: Percent of scheduled bus stops served ranged from 99.6-99.8 percent during the months in Q1 2024. Daily pullout performance is meeting goals. Hiring is on track against goals; 102 operators hired YTD. Attrition rate is being evaluated for more root causes. In 2024, an additional week of commercial driver's license training was added at the Instruction Center and has resulted in a significant increase in training success rate. A project team has been formed to evaluate garage-level training curriculum.</p> <p>Rail: Need to continue to process/hire Train Operator cohorts of 11-13 to build up resources to maintain and add service. Need to ensure that we continue to hire enough Helpers to support daily operations and LRV technicians to keep the trains in a state of good repair.</p>				X	
1.12 Coordinate the deployment of field personnel such as: rail and bus supervisors, rail systems staff, public facilities workers, and revenue technicians to expand physical and electronic presence at transit facilities. This effort includes facility checks by all in the field. Explore adding Real Time Information Center (RTIC) resources to this initiative.	<p>Rail Transit Supervisors are broadening their presence on platforms as they become more available.</p> <p>Bus Street Operations has implemented daily shift requirements requiring District Supervisors to prioritize their presence, inspecting, and reporting deficiencies.</p> <p>TCC has implemented processes creating an SSR for any deficiency being reported generating reports to facilities for them to create work orders for proper resolution. This process allows for proper reporting and documentation and provides data for further analysis when required.</p>				X	
1.13 Pilot reducing the standard three-car train set to two-car train sets. Evaluate impacts of the pilot by reviewing changes to customer feedback, employee feedback, maintenance, cleaning, and police calls for service	<p>Pilot program was completed in August 2022. Post-pilot report recommended three-car trains on all weekdays given the reduced frequency of light rail service and use of two-car trains on weekends when events are not happening.</p> <p>In 2024, while not related to Safety & Security Action Plan implementation, two-car consists begin for non-event weekends 4/13 to better match capacity with expected passenger demand. Staff will track customer feedback and</p>					X

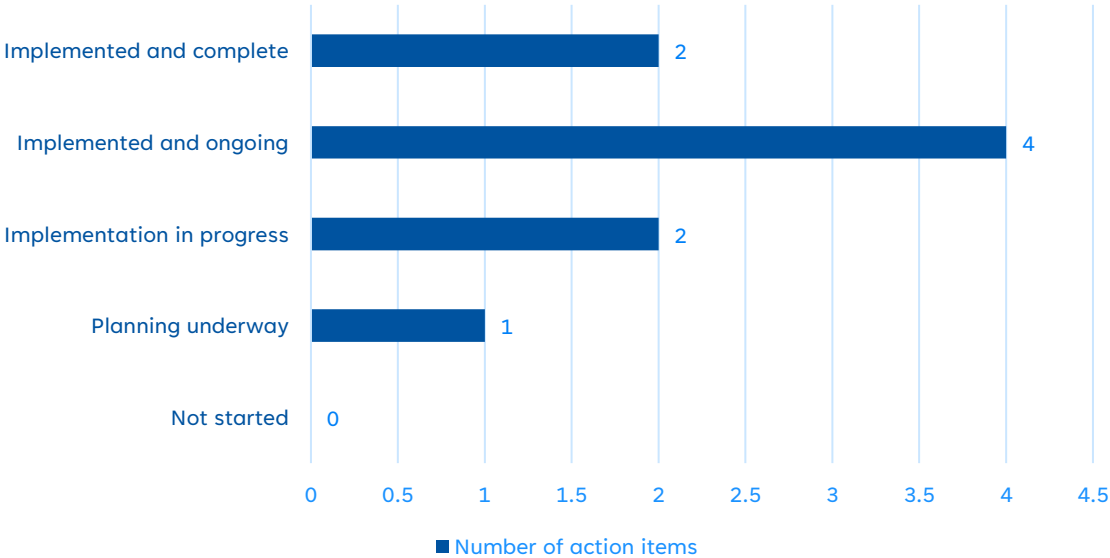
	evaluation metrics from the original pilot study. Additional feedback from TRIP will be incorporated.					
1.14 Evaluate Metro Transit’s approach to fare enforcement and develop recommended options to improve fare compliance. This work will include reviewing peer practices. <i>Relates to 2023 legislation</i>	Staff is in the early stages of defining the scope and project plan for this action item given 2023 legislation to decriminalize fare non-compliance and require the Council to establish an administrative citation program for fare non-compliance.		X			
1.15 Continue “Champion Facilities Committee” that addresses troubled bus stops and other public facilities. Ensure there is a process to address stops and facilities identified by operators, facilities workers, or MTPD as problematic.	<p>The Champion Facilities Committee continues to meet monthly to consider changes to problematic stops/facilities. Previously noted activities include:</p> <ul style="list-style-type: none"> - Shelter removals at Broadway & Lyndale in Minneapolis and at Como & Rice in Saint Paul. - The temporary closures of the Vertical Circulation Building (Dec 2022) and the removal of benches near the Green Line’s Central Station - Closure of indoor waiting areas at Chicago Lake Transit Station (December 2022) - The temporary closure of indoor waiting areas at the Uptown Transit Station (March 16 2023) - Shelter removals on Lake Street near the Lake Street/Midtown Station (June 1 2023) - The temporary closure of the Lake Street/Midtown Station’s south tower (July 10-August 4 2023) - An updated SOP - Shelter removals a Lake & 12th, Lake & 3rd, 1st & Lake (2023) - Reorient or replace with smaller shelter and clear glass at Lake & Bloomington & Hennepin & 27th (Jan 2024) - Reviewing facility hours open at METRO Red Line Cedar Grove (March/April 2024) <p>Staff are continually working with community to determine next steps at these and other locations.</p>				X	
1.16 Review Engineering & Facilities Project Execution Plan process to ensure MTPD input in facility design	Leaders from Engineering & Facilities are regularly meeting with MTPD to provide greater awareness and opportunities for input on future capital projects. Facilities is also partnering with MTPD on supplemental security.			X		
1.17 Update guidelines for transit facility amenities and maintenance service levels. Evaluate existing facilities for	This action has become part of a larger effort to implement legislatively required Cleaning & Repair Standards.			X		

<p>consistency with these guidelines.</p> <p><i>Relates to 2023 legislation</i></p>						
<p>1.18 Evaluate the use of smoking narcotics onboard buses and trains</p>	<p>Metro Transit received and reviewed the University of Washington study commissioned by several transit agencies experiencing similar issues in the Pacific Northwest. The study determined that found that the levels measured do not pose a health risk to the riding public or employees. However, it is recognized that this activity is challenging on front-line staff and long-term exposure effects were not within the scope of the study. Study summary: https://www.washington.edu/news/2023/09/07/uw-assessment-finds-fentanyl-and-methamphetamine-smoke-linger-on-public-transit-vehicles/</p> <p>Metro Transit is committed to improving conditions for front-line staff and customers by stopping this behavior and recognizes the need to remain in compliance with the MN Indoor Clean Air Act. Staff have been in contact with Minnesota Department of Health to determine if there are external resources who can assist with an anti-smoking campaign or if there are other ideas to decrease this customer behavior.</p> <p>A bulletin was issued to operators for how to handle narcotics smoke. An internal working group has been assembled to meet in Q2 2024 to continue working on this topic and will include: peer research/best practices evaluation, technology solutions, outreach, and enforcement ideas, etc.</p>			X		
<p>1.19 Study potential infrastructure investments at existing light rail platforms to provide a safe and secure customer experience.</p>	<p>Metro Transit is studying an array of potential infrastructure investments at exiting light rail facilities, including lighting, technology, and exploring the feasibility of retrofitting platforms to limit access to customers who have paid their fares.</p> <p>A contractor was hired to complete a Rail Safety Study and multiple interviews of existing staff have been completed. The team is currently soliciting general information from peer agencies in hopes of gaining knowledge from those around our industry. The 2024-2029 CIP includes funding to begin implementing improvements identified by this effort.</p>			X		

Area of Work 2: Training and Supporting Employees

The “training and supporting employees” area of work includes efforts to understand and address Metro Transit employee security concerns and build employee skills to address conditions they experience on the system. There are nine action items in this area of work.

Area of Work 2: Action Item Status as of Quarter 1 2024



Action Item	Q1 2024 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

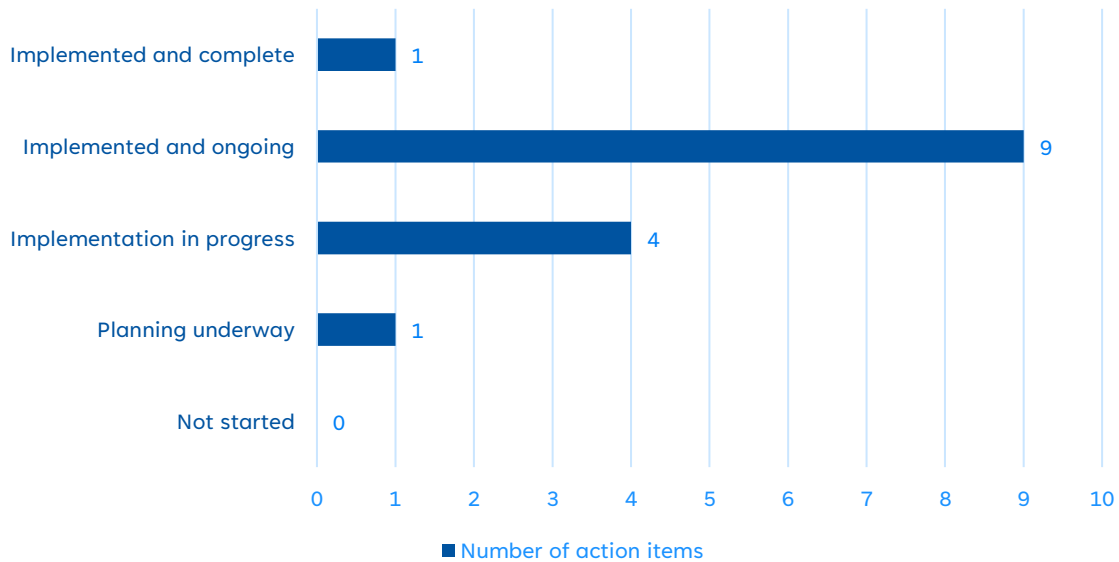
<p>2.2 Create regular channels to improve communication between MTPD and frontline staff (e.g., operators, public facilities workers, etc.), including designating an MTPD liaison for each garage and work facility and efforts to educate staff about police practices and policies</p>	<p>During Q1, focus was shifted from Coffee with Cops to strengthening relationships and communications between MTPD & frontline staff via garage liaisons. Messaging went out across the agency & direct contact information to those liaisons are now widely available via internal communications. Chief Morales and Captain Raymond attended 16 Metro Transit Town Halls in Quarter 1.</p>				X	
<p>2.3 Evaluate the effectiveness of the existing peer support program for operators and identify next steps based on the evaluation</p>	<p>The Peer Support program is being evaluated with the intention of developing a new model that better meets the needs of frontline employees and their managers.</p> <p>Approval provided to hire staff to support this work. Joint Labor Management Safety Committee reviewed on April 4, 2024. Staff working on job classifications for program leads w/goal for Q2 budget amendment, and concept finalization in progress pending staff implementation.</p>			X		
<p>2.4 Regularly survey employees about security concerns and report back to employees on actions taken in response to surveys. Disaggregate survey results (without revealing information about an individual respondent) to understand relationship between experiences and categories such as race/ethnicity, gender, type of position, years working for Metro Transit, etc.</p>	<p>In late-2022, operators were invited to take a survey that included questions about their personal safety at work. Results are included in part two of this update.</p> <p>Operator feedback about safety will be gathered in 2024.</p>				X	
<p>2.5 Regularly update employees on Safety & Security Plan progress and provide opportunities for additional ideas and feedback</p>	<p>Employees continue to receive regular updates on efforts to improve public safety on transit through internal newsletters and Employee Town Halls that leadership are hosting at each support facility on a quarterly basis.</p> <p>Updates to organizational leaders are also provided as part of monthly Managers' Meetings, and staff regularly present at the Transit Safety & Security Committee, which includes representatives from Bus Transportation, Rail Transportation, Safety and Transit Police.</p> <p>To support and expand on these efforts, Communications brought on two new staff members in 2023. These employees are dedicated to public safety communications and internal communications.</p>				X	
<p>2.6 Review opportunities for MTPD employee training</p>	<p>During the quarter, MTPD logged 2,485 hours of training. These training courses included: FBI Leeda, data practices, cold</p>				X	

beyond required training to provide avenues for promotions and enrich careers	weather/low light shoot, supervisor leadership training, command and control 101, crash reconstruction, firearms qualifications, traffic stops, SWAT, EVOC, CPR, Standardized Field Sobriety Testing, BCA financial crimes, range, defensive armor rifle. MTPD and Human Resources continued their work with the launch of a new performance management system for sworn officers. MTPD and Human Resources neared the finalization of new Officer Development Guide. MTPD also began to post a comprehensive list of upcoming training opportunities in one central location. Also a \$4,000 educational budget was secured for staff so that they can continue to grow their career.					
2.7 Review and standardize approaches to providing administrative leave to employees who are victims or witnesses to violence on the job	SOP 10-03 Administrative Leave was reviewed and is active. Ongoing policy discussions with internal stakeholders, including Labor Relations, ATU and Workers Comp regarding approach on traumatic incidents.					X
2.8 Develop standard operating procedure for communicating critical incidents (e.g., fatalities) to employees, including providing updates and one-on-one communication	<p>A Critical Incident Communication Standard Operating Procedure (SOP) that calls for all-staff communication following critical incidents is being used. For the purposes of this SOP, a critical incident is defined as a suspected homicide, an incident resulting in a life-threatening injury to an employee, or an incident resulting in significant property damage that makes a facility unsafe/inaccessible.</p> <p>Currently, all-staff emails are sent by the General Manager when there is a critical incident on transit property. These messages are also posted at worksites for staff who do not regularly check or have work-based email accounts. Communications will continue to assess what more could or should be done to better meet staff needs, based on employee feedback.</p>					X
2.9 Evaluate and improve the process of informing staff about security incidents that occur on or near transit property	Communications initiated a discussion with operations, transit police and others about critical incident communications (see above.) More work needs to be done to provide information about public safety on/near transit for frontline employees beyond critical incidents.		X			

Area of Work 3: Engaging Customers and Partners

The “engaging customers and partners” area of work includes efforts to involve Metro Transit customers and community partners in improving public safety on transit. There are 15 action items in this area of work.

Area of Work 3: Action Item Status as of Quarter 1, 2024



Action Item	Q1 2024 Implementation Notes	Not Started	Planning Underway	Implementation In Progress	Implemented & Ongoing	Implemented & Complete

<p>3.2 Advocate for state law change that creates an alternative to misdemeanor citations for fare nonpayment (i.e., the Met Council’s administrative citations bill)</p> <p><i>Relates to 2023 legislation</i></p>	<p>The administrative citations policy change was included in the 2023 Transportation Omnibus. Administrative citations implementation will be tracked as part of the TRIP implementation in Action 1.2.</p>					X
<p>3.3 Contract with community-based organizations to support violence prevention on transit</p>	<p>During the quarter, MTPD worked with Transit Service Intervention Project (TSIP) partners to support community-based partnerships in an approach to enhance safety and security on the transit system while providing resources to the community.</p>				X	
<p>3.4 Continue to invest in the MTPD Homeless Action Team (HAT)</p>	<p>MTPD’s Homeless Action Team (HAT) is staffed by one Sergeant and three Officers. During the quarter HAT continued to work seven days a week with 19 hours of service each day. During the quarter, HAT responded to 378 calls for service and assisted house 5 families (6 adults and 7 children).</p>				X	
<p>3.5 Review and seek options to expand contracting with social service organizations and fostering relationships with county case managers to connect riders in need to services</p> <p><i>Relates to 2023 legislation</i></p>	<p>During the quarter MTPD’s Homeless Action Team (HAT) provided critical resources and supported Metro Transit’s response to the Transit Service Intervention Project (TSIP). Under the TSIP, HAT assisted and held 19 outreach events connecting 145 individuals to information and resources regarding housing/shelter and benefit information. MTPD also worked with local law enforcement agencies during the quarter to help support initiatives supporting those in need and connecting them to social service programs.</p>			X		
<p>3.6 Re-activate and expand the anti-harassment campaign or other steps towards reducing harassment</p>	<p>Engagement phase completed. Focus groups with subject matter experts, Metro Transit staff, and community partners were held in the last quarter. Feedback received solidified campaign message guide, goals, resource, and reporting needs. Currently aligning timeline of the anti-harassment campaign with the rollout of the ‘Code of Conduct’ marketing and educational campaign in Q1 of 2024. Drafting SOP and working collaboratively with OEEEO, Office of the General Counsel, and Metro Transit Customer Relations to solidify reporting tool to capture reports of harassment.</p>			X		
<p>3.7 Re-activate Respect the Ride Campaign or similar education campaign to communicate expectations to riders</p> <p><i>Relates to 2023 legislation</i></p>	<p>In February a campaign titled “Take Pride in Your Ride” will begin to roll out to customers through a variety of venues. The campaign will communicate information about the rules for riding and work to inspire respectful behavior in shared spaces. The campaign will include both digital and physical ads as well as direct customer outreach. Each month throughout 2024 a campaign will be executed focusing on a specific expectation within Your Role as a Rider.</p>			X		

	Action item relates to implementing the Transit Rider Activity provision included in 2023 state transportation bill.					
3.8 Create structured opportunities for employees and the public to learn more about MTPD and build relationships with MTPD personnel	During the quarter, MTPD attended 32 community outreach events reaching nearly 1500 community members. These community events included: law enforcement partnership meetings, giving voice leadership for youth planning, Polar Plunge for Special Olympics MN and Advancing Women in Transit. MTPD outreach also attended and participated in Native American meetings (MUID focused) regarding homelessness to include opioid planning meetings within the Little Earth Community and attended Little Earth Residence Advisory meetings to support Murdered Missing Indigenous Relatives planning meetings and initiatives.				X	
3.9 Evaluate Text for Safety staffing levels and whether there are opportunities to improve how this service is promoted to riders	Additional staff approved in 2024 Q1 budget amendment, Positions posted, hiring two additional Communications Specialists to provide 24/7 coverage.				X	
3.10 Relaunch Adopt-A-Stop program	Currently, 413 stops and stations have been adopted. Marketing continues to promote the program and has developed a video that will be shared soon. More information is available at the Adopt-A-Stop website .				X	
3.11 Regularly report transit public safety data and action plan implementation to employees and the public as part of demonstrating transparency and accountability <i>Relates to 2023 legislation</i>	MTPD and Metro Transit Strategic Initiatives and Communications have been working to create a data dashboard that's comprehensive, yet user friendly – along with unified metrics and a workflow process to provide this information to the public at MetroTransit.org/performance . The Transit Safety and Rider Experience report requirement included in the 2023 Transportation Omnibus will become an additional opportunity to provide information to the public. The first report was submitted in February 2024.				X	
3.12 Provide quarterly reports on public safety on transit and action plan implementation during full Metropolitan Council meetings that include data and allow for more dialogue with MTPD and Metro Transit to ensure policy makers can support and contribute to the action plan	Metro Transit continues to provide quarterly updates to the Metropolitan Council at Committee of the Whole meetings. These updates are comprised of an MTPD update from the Chief and staff updates on Safety & Security Action Plan implementation progress. In addition, Metro Transit keeps quarterly updates publicly available at www.metrotransit.org/public-safety . Chief Morales continued to make it a priority to be available, visible, and accessible to members of the department and community during the quarter. MTPD's commitment to providing forums for public safety and the community are showcased in town halls, public forums and Council presentations. Chief Morales also now provides a weekly				X	

	update via social media for both the department and the public.					
3.13 Identify opportunities and potential approaches for partnering with local governments or other partners to improve conditions near transit that are not on Met Council property	<p>This work has started in relation to developing plans to phase in supplemental security at transit locations with historically high calls for service. This requires working with neighboring businesses, property owners, elected officials, and others to coordinate responses to behaviors that may be displaced from transit property to nearby locations.</p> <p>Community Relations Plans have been developed and executed for the Lake Street/Midtown Station, Chicago Lake and Uptown Transit Stations. Partnership meetings are taking place that include representatives from the City of Minneapolis, Minneapolis Police Department, Minneapolis Public Schools, Neighborhood Associations, and several neighboring property owners.</p>			X		
3.14 Inventory existing work and identify additional opportunities for the Metropolitan Council to participate in regional efforts to address systemic issues in communities that are affecting conditions on transit. This work will include identifying opportunities to support restorative justice approaches.	Work is happening, but we have not yet developed a centralized way to inventory these efforts		X			
3.15 Implement the Transit Service Intervention Project <i>Relates to 2023 legislation</i>	Transit Service Intervention Project (TSIP) currently has 10 community service organizations providing outreach and intervention services on the METRO Blue and Green LRT. The organizations board trains at different times and stations between the hours of 7am and 11pm. Outreach and intervention services are resulting in referrals for mental health services, substance use treatments, housing, and other health services. During the Q1 of 2024 more than 2,000 people were contacted by a TSIP outreach staff, 83% of those contacts led to a referral. Metro Transit has re engaged with local law enforcement agencies to perform joint patrolling and responding to calls on the METRO Blue and Green lines. U of M Police department are patrolling METRO Green Line stations throughout campus as part of TSIP.				X	

Part 2: Data Relating to Measurable Goals

The Safety & Security Action Plan includes a working list of “potential measurable goals” for each area of work.

Metro Transit is in the process of developing metrics to address all the potential measurable goals. This Quarter 1 2024 report provides metrics with data that relate to a subset of the potential measurable goals identified in the plan.

Metro Transit’s Strategic Initiatives Department led the work to identify measures that can be produced for the quarterly updates to demonstrate the status or performance of some of the potential measurable goals.

The metric and data sources included in this report are **repeatable**, **meaningful**, and **relevant** to the potential measurable goals named in the initial (June 2022) version of the Safety & Security Action Plan.

- **Repeatable** supports our goal to measure things the same way over time and supports our need to explain the impact of changes to ways in which we measure things
- **Meaningful** supports our goal to provide information that connects the measure with how we think about our strategy or approach our work
- **Relevant** supports our goal to respond directly to the Council’s direction

Area of Work 1: Improving Conditions on the System

The “improving conditions on the system” area of work includes action items designed to improve the experience of customers and employees when on the Metro Transit system.

Potential measurable goals for improving conditions on the system include:

Some data available for this report

- Decreased serious crime on transit
- Decreased Code of Conduct violations
- Increased levels of official presence on transit
- Police response time meets standards
- Response time to address facilities work orders meets standards
- Increased proportion of riders with lighting at their stop or station
- Decreased customer complaints relating to public safety on transit
- Improved customer satisfaction relating to public safety on transit
- Increased hiring and retention for officers and non-sworn personnel who provide presence

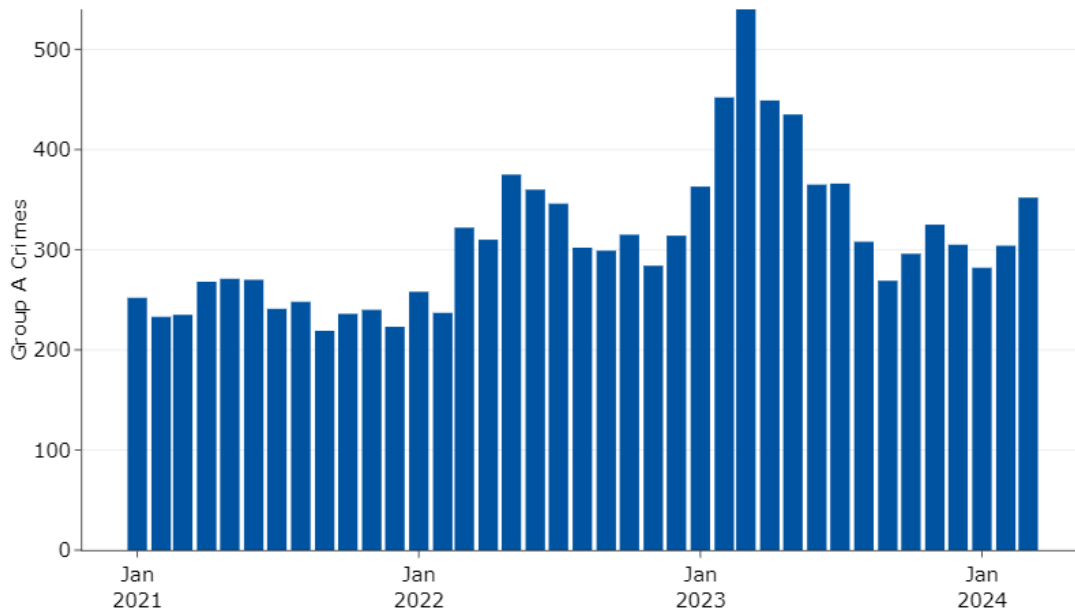
Data not available for this report

- Increased fare compliance

Measurable goal: Decreased serious crime on transit

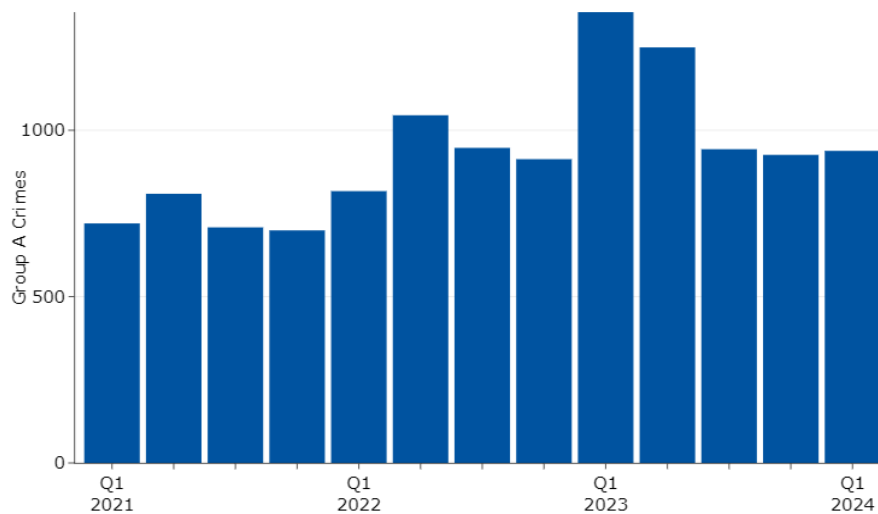
Metric: Count of Group A crime by month

Data source: TriTech Records Management System (RMS) administered by LOGIS, January 2021 through March 2024.



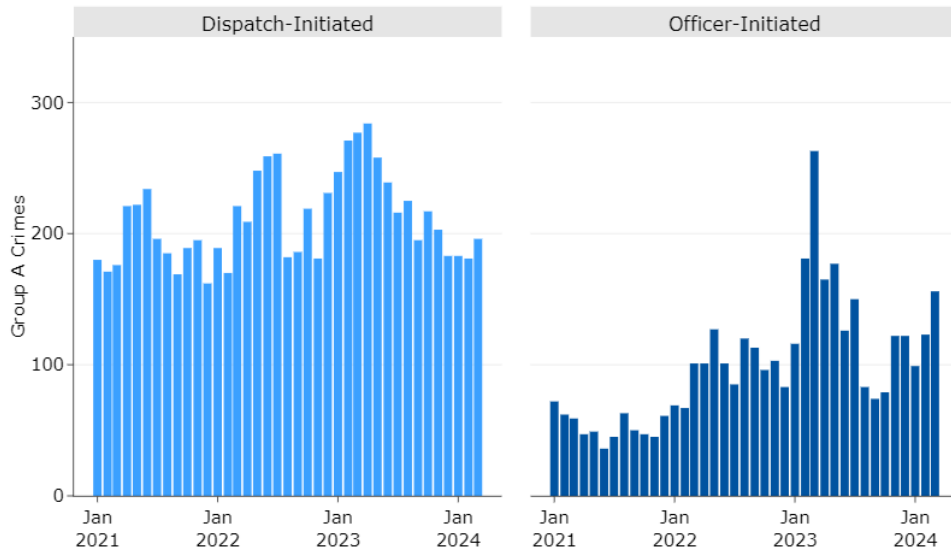
Metric: Count of Group A crime by quarter

Data source: TriTech Records Management System (RMS) administered by LOGIS, September 2020 through March 2024.



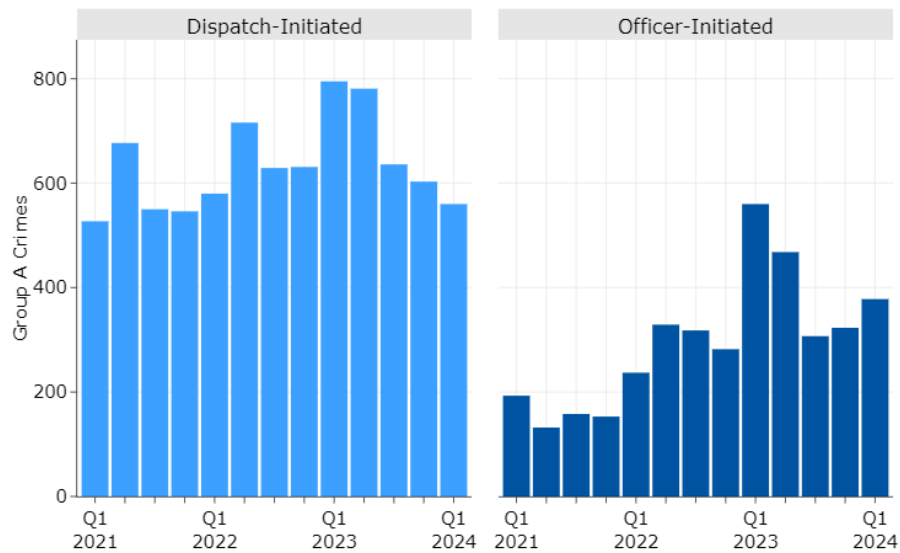
Metric Count of Group A crime by month, disaggregated by call type.

Data source: TriTech Records Management System (RMS) administered by LOGIS for crime data and CentralSquare Technologies (CST) CAD for dispatch call data, Group A Crimes by Call Type, January 2021 to May 2024.



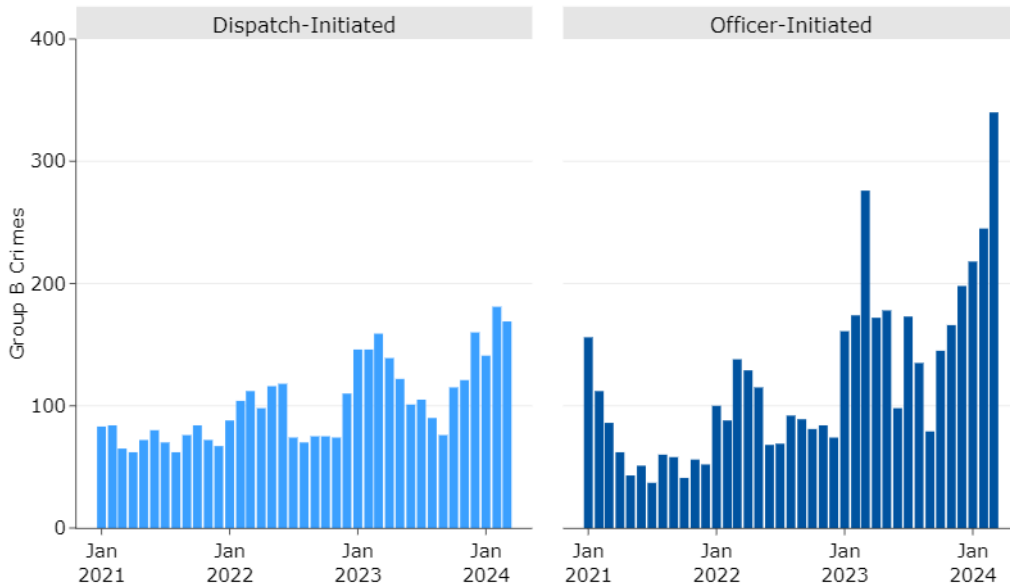
Metric: Group A Crimes by Call Type, by Quarter, January 2021 to March 2024.

Data source: TriTech Records Management System (RMS) administered by LOGIS for crime data and CentralSquare Technologies (CST) CAD for dispatch call data, Group A Crimes by Call Type, January 2021 to May 2024.



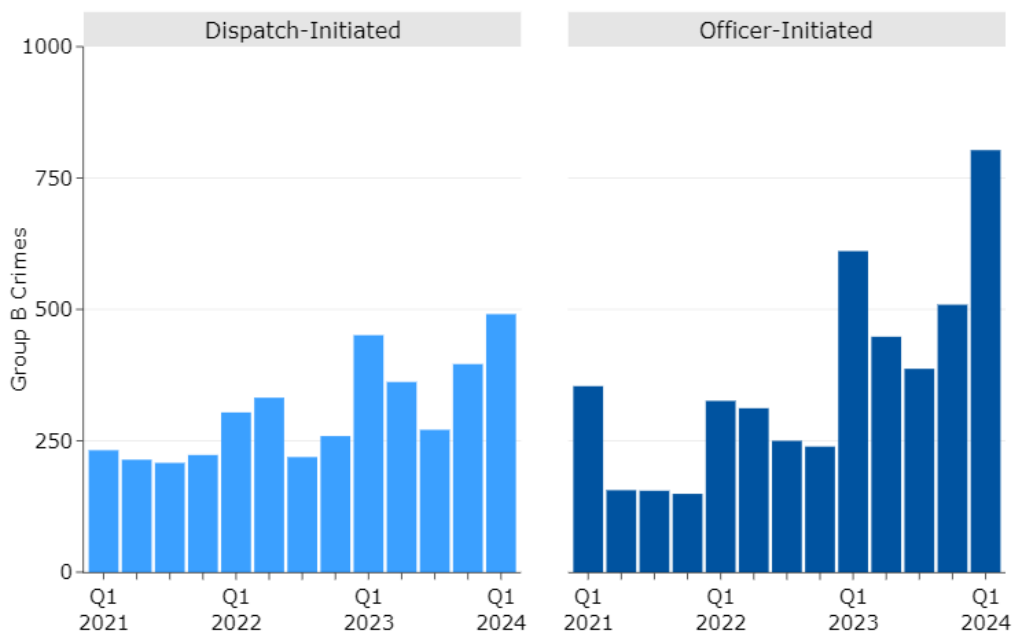
Metric: Group B Crimes by Call Type, by Month January 2021 to March 2024.

Data source: TriTech Records Management System (RMS) administered by LOGIS for crime data and Central Square Technology (CST) CAD for calls for service data, January 2021 to March 2024



Metric: Group B Crimes by Call Type, by Quarter, January 2021 to March 2024.

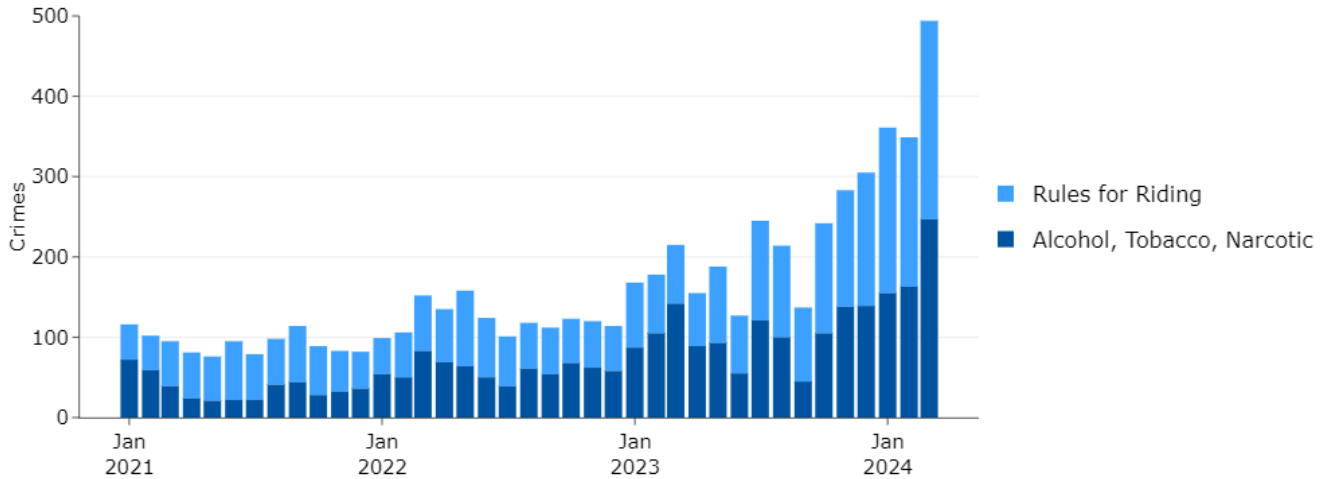
Data source: TriTech Records Management System (RMS) administered by LOGIS for crime data and Central Square Technology (CST) CAD for calls for service data, January 2021 to March 2024



Measurable goal: Decreased violations of “Rules for Riding”

Metric: Count of crimes in violation of Metro Transit’s “Rules for Riding” per month, with the portion of Drug, Tobacco, and Alcohol Use crimes per month

Data source: TriTech Records Management System (RMS) administered by LOGIS, January 2021 to March 2024.

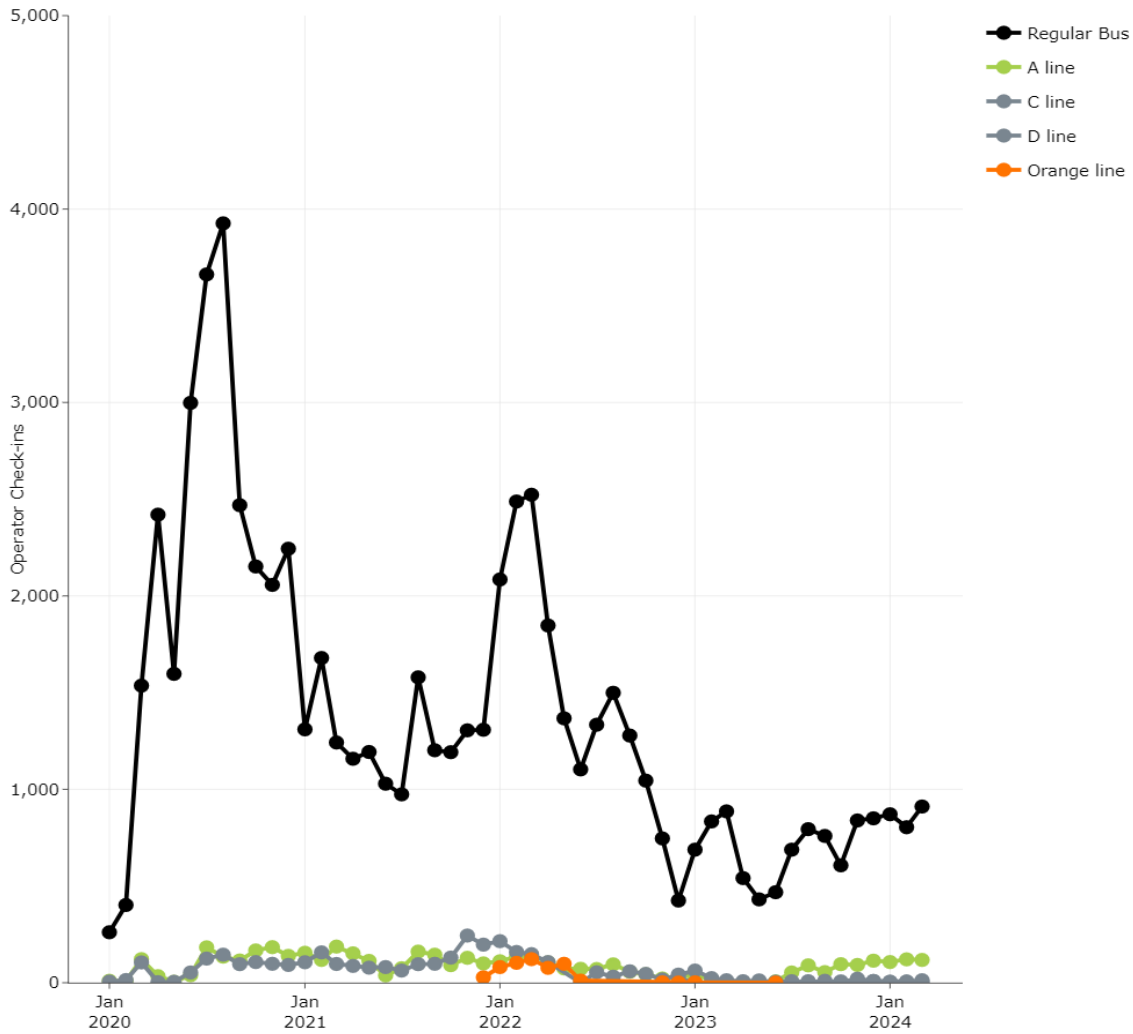


Measurable goal: Increased official presence on transit

This measurable goal relates to four metrics for which we currently have data: (1) MTPD operator check-ins, (2) MTPD on-boards, (3) MTPD fare checks, and (4) MTPD calls for service.

Metric 1: Count of operator ‘check-ins’ by month. A check-in is manual count of number of times an officer spoke to a *bus* operator; typically completed at a layover or terminal location.

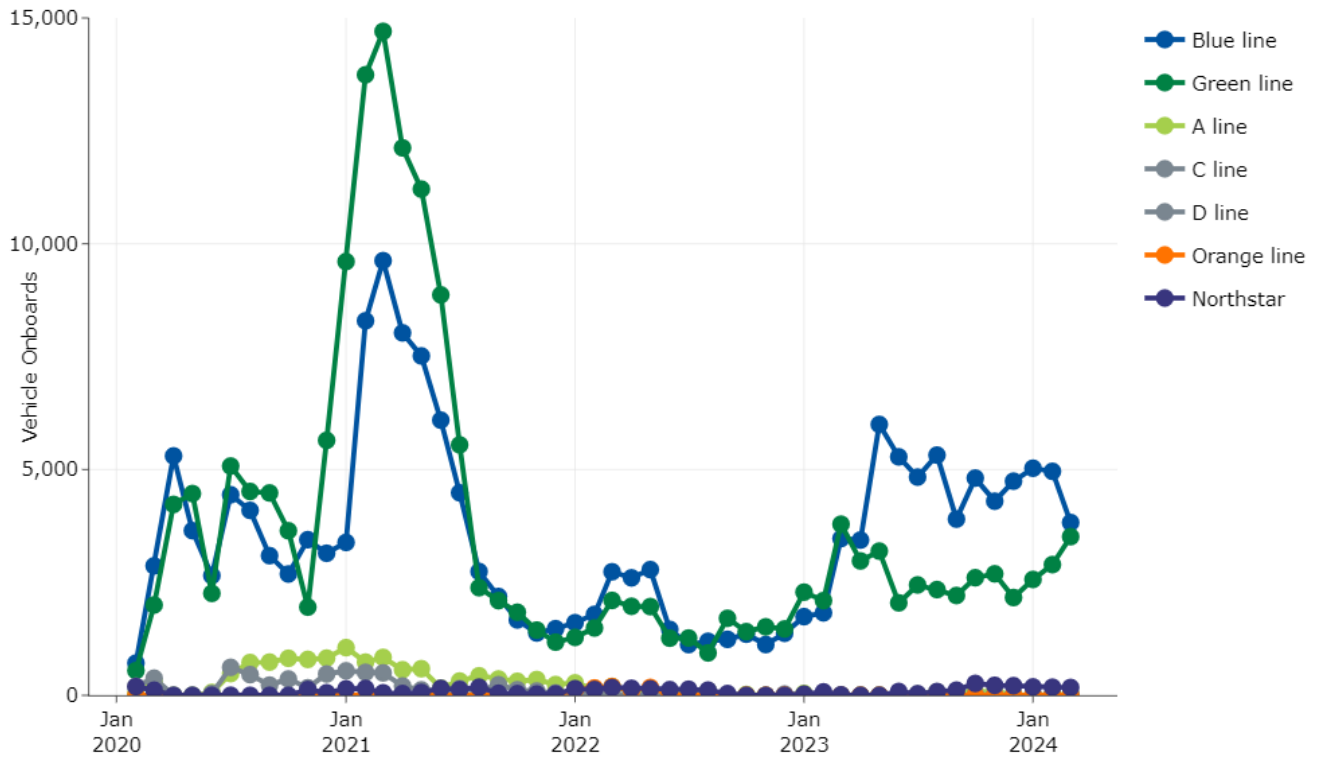
Data source: MTPD E Log, January 2020 to March 2024.



Metric 2: Count of on-boards on each METRO line by month. A vehicle onboard is when an officer records riding a BRT bus or train car. If officers enter 2 cars as part of the same train, it counts as '2' in this metric.

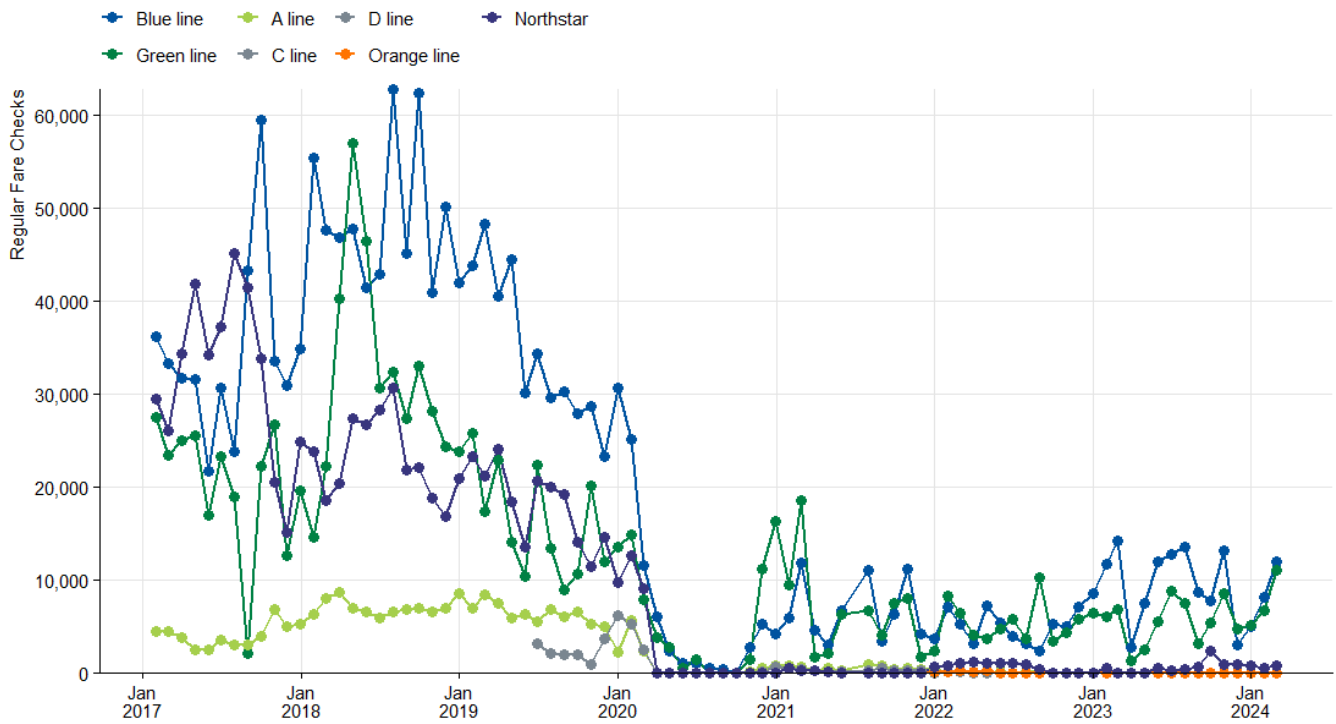
Update for Q1 2024 – beginning in February 2024, TRIP Agent onboards are included.

Data source: E Log Police Activity Application, January 2020 to March 2024



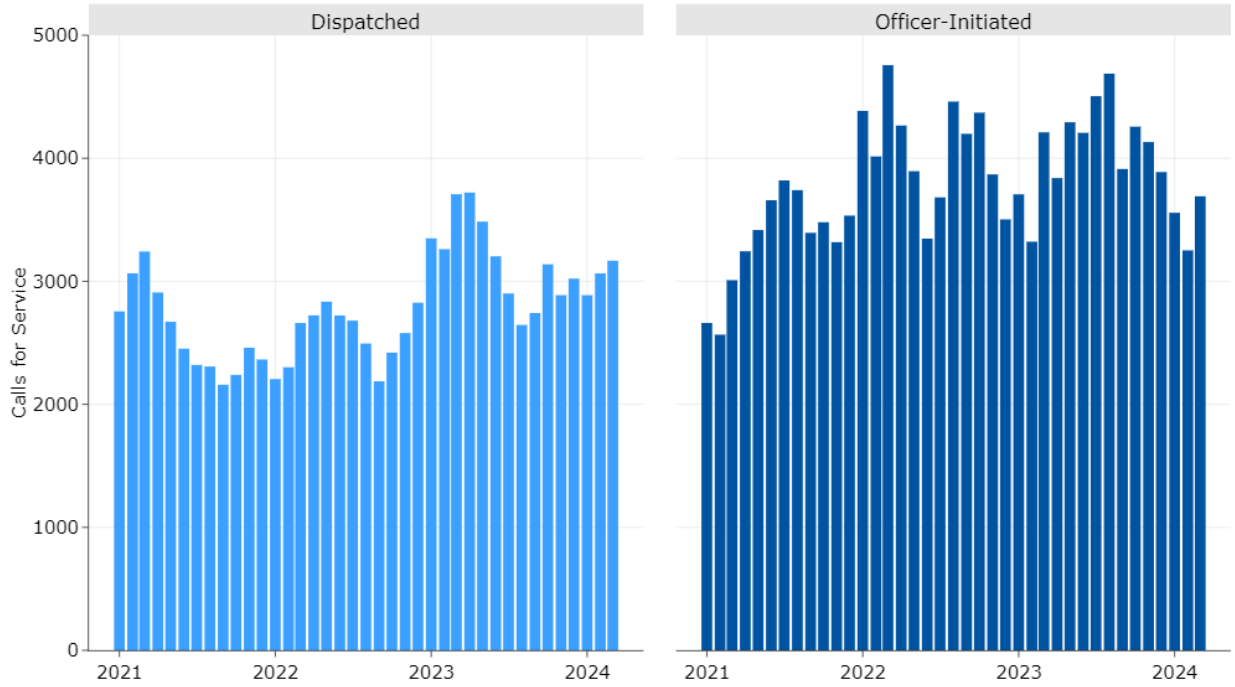
Metric 3: Count of regular fare checks on each METRO line by month.

Data source: E Log Police Activity Application, January 2017 to March 2024. TRIP data added beginning in February 2024.



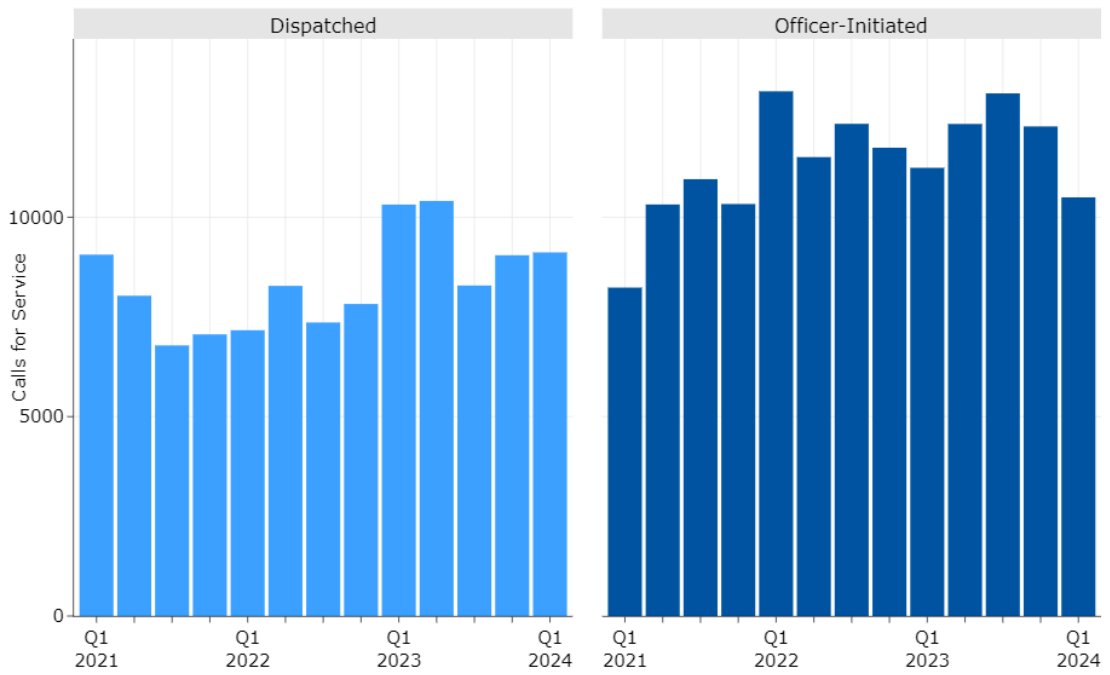
Metric 4: Count of police calls for service by month. Calls for service can be initiated by dispatch or by an officer. Calls for service include both emergency calls and routine police activities, such as facility checks, directed patrols, and special events. Test calls, duplicate calls, and calls where no officer was assigned were excluded from this measure.

Data source: CentralSquare Technologies (CST) CAD, January 2021 to March 2024



Metric: Count of police calls for service by quarter

Data source: CentralSquare Technologies (CST) CAD, January 2021 to March 2024

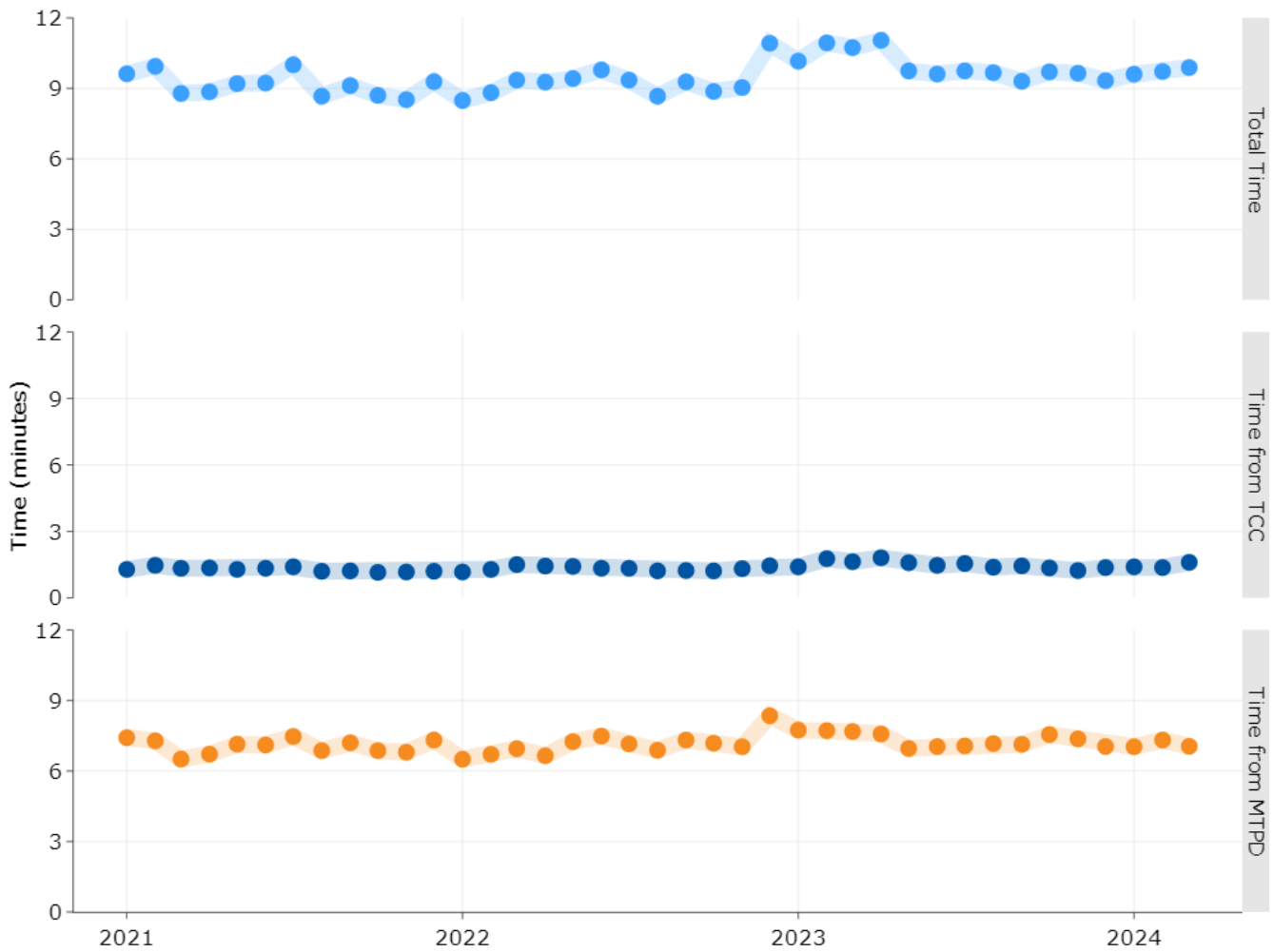


Measurable goal: Police response time meets standards

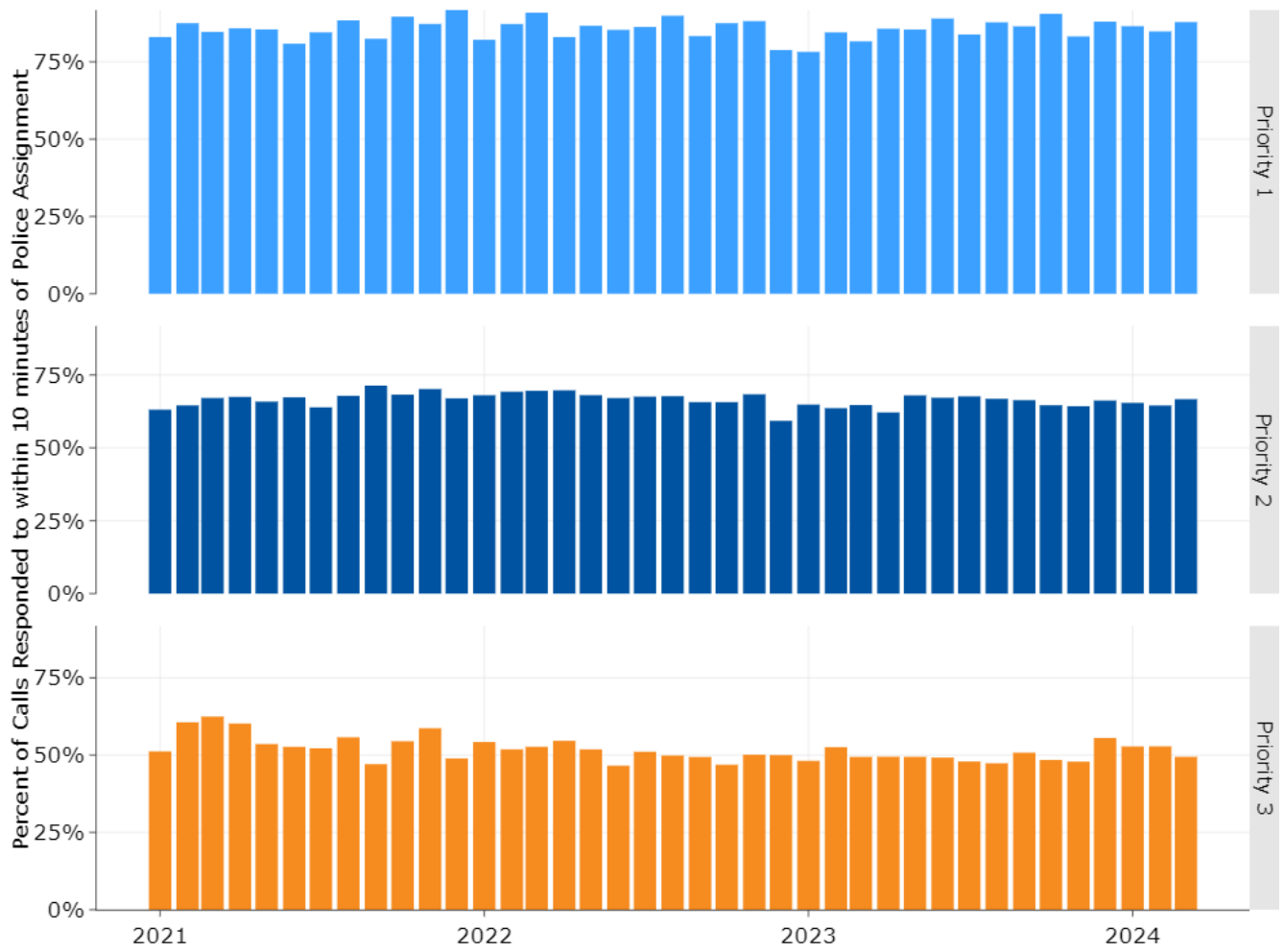
Metric: Response time to police calls for service

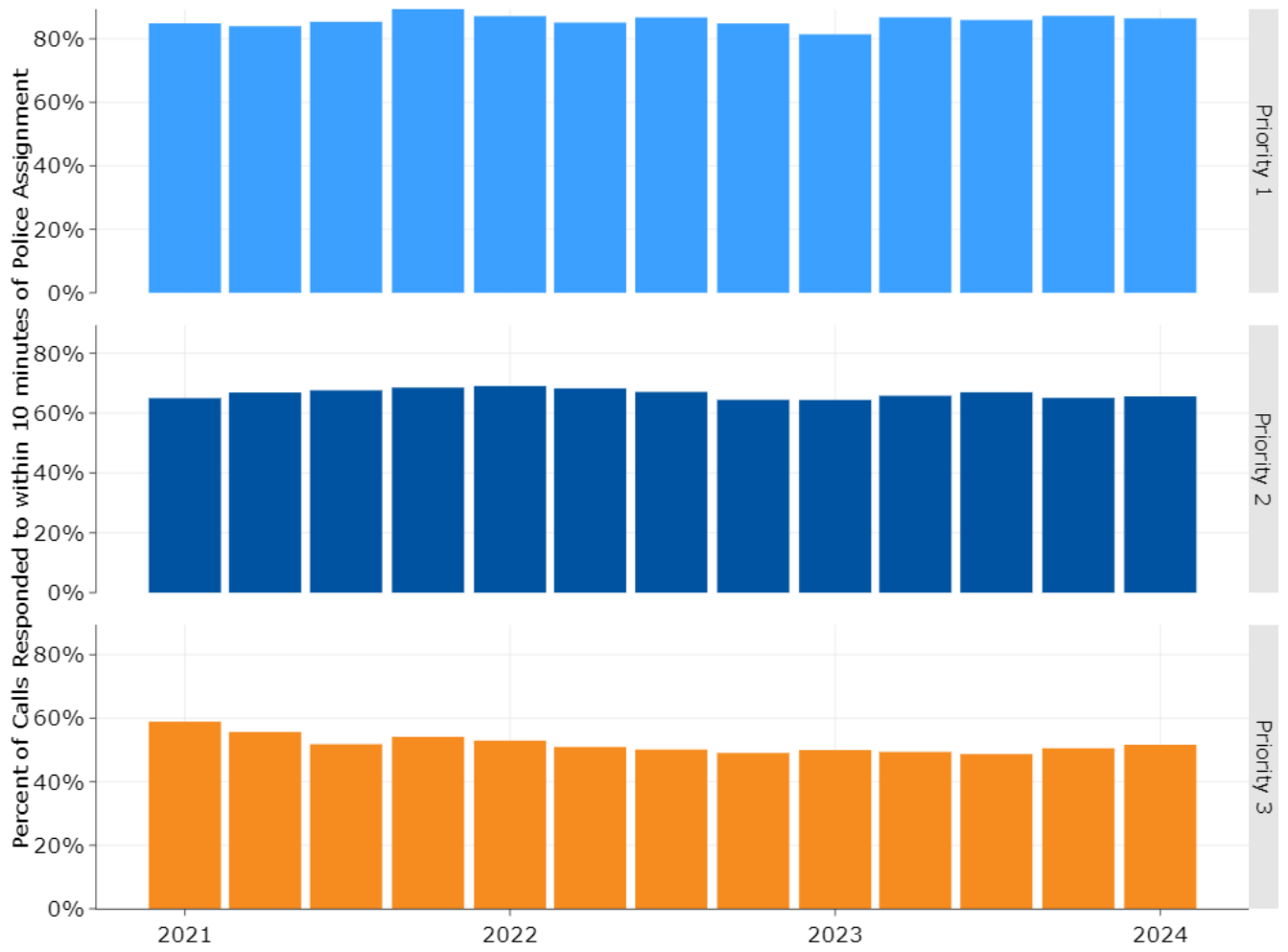
Data source: CentralSquare Technologies (CST) CADQueries executed by MTPD.

Plot 1: Median Response Times for Total Time, Time from TCC (Initial Call to Assignment), Time from MTPD (Assignment to Arrival) from January 2021 to March 2024



Plot 2: Police Response Time from MTPD Assignment to Arrival, Percent of Calls Responded to within 10 minutes by Priority (NOTE: This does not include time from TCC (Initial Call to Assignment))

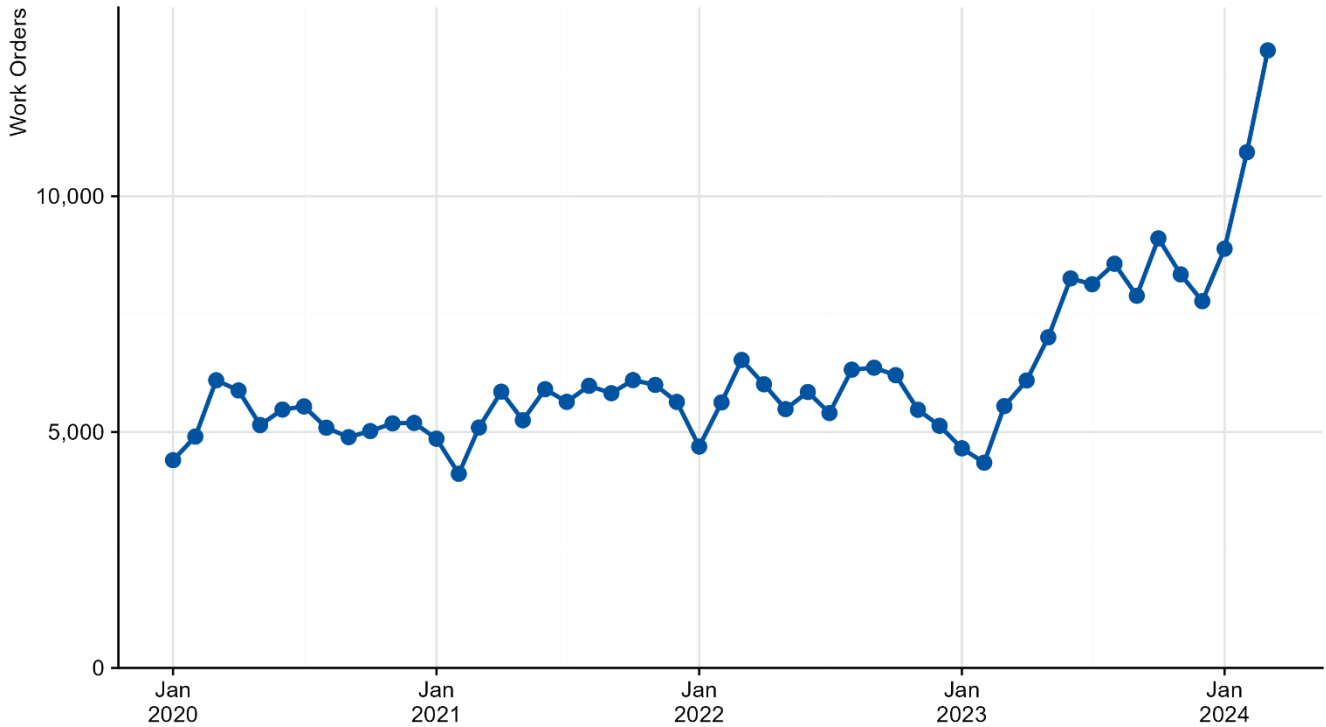




Measurable goal: Response time to address facilities work orders meets standards

Metric 1: Count of public facilities work orders per month

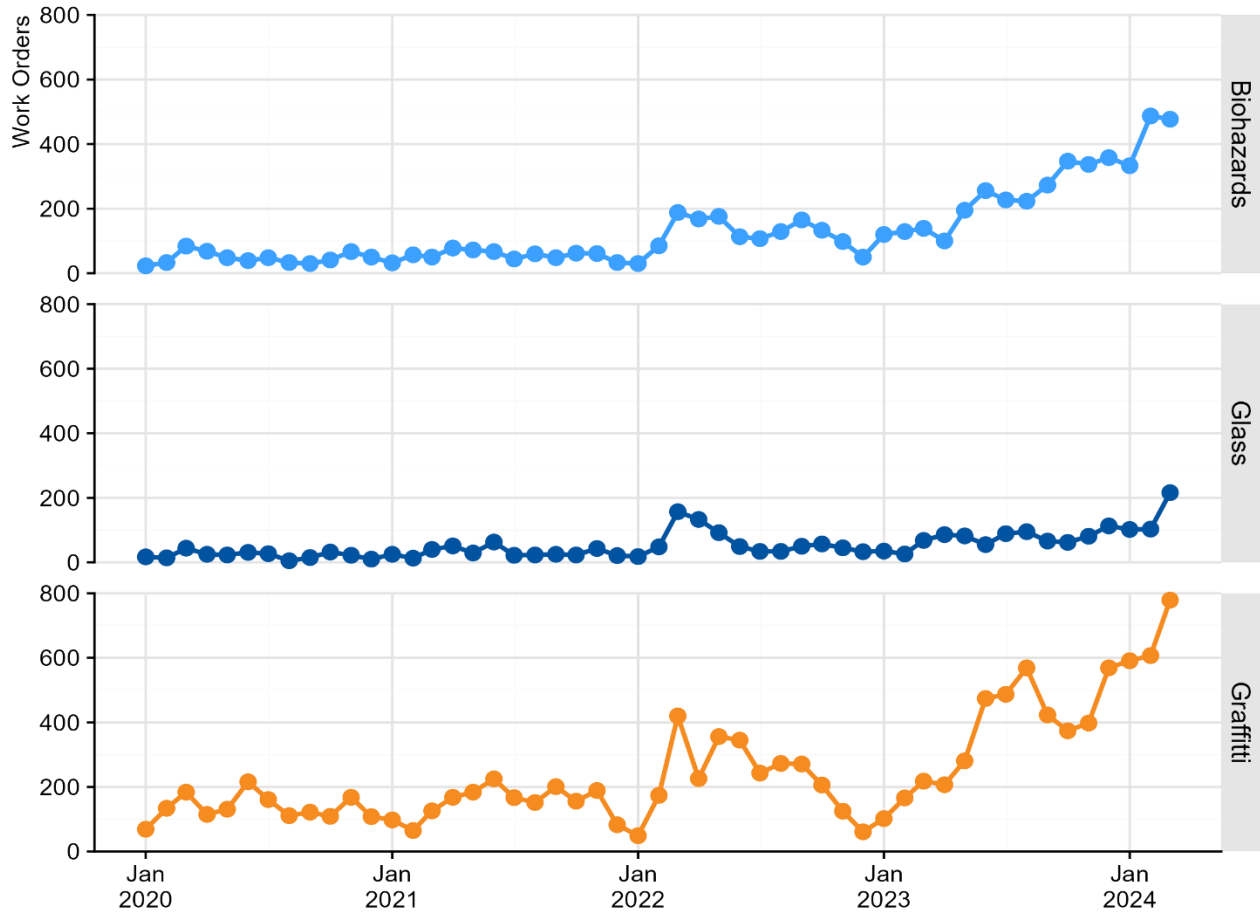
Data source: TXBase, January 2020 to March 2024



Work order counts continue to rise as we get better at recording specific tasks (for reporting purposes) and as the service area increases. The greatest impact has been the QR code addition to the stop locations. This has allowed for immediate reporting by a larger group of work initiators.

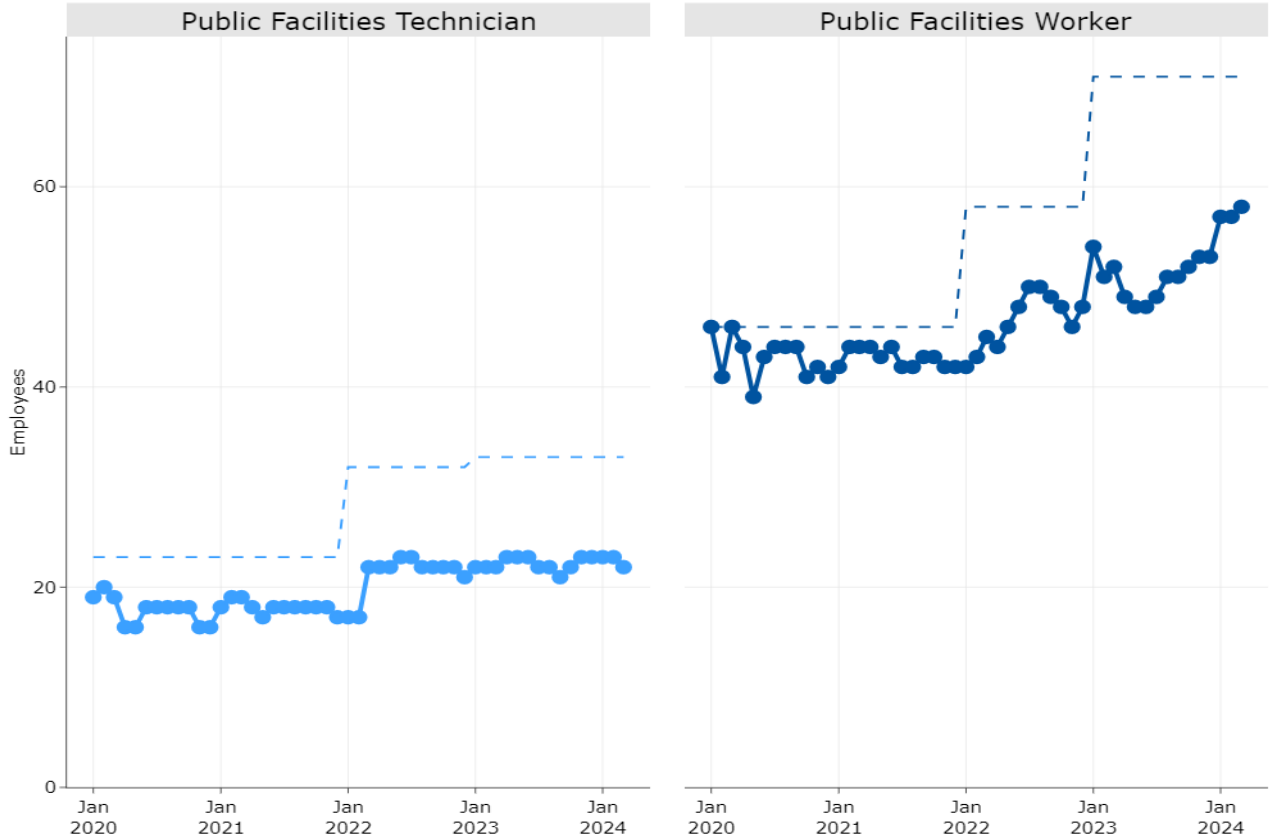
Metric 2: Count of graffiti, biohazards, and glass damage per month

Data source: TxBASE Public Facilities Work Orders for Glass, Graffiti, and Biohazards per month, January 2020 to March 2024



Metric 3: Number of Actual and Authorized Public Facility Employees by Job Classification

Data source: Engineering & Facilities, January 2020 to March 2024



Measurable goal: Increased proportion of rides with lighting at their stop or station

Metric: Boardings at location with lighting

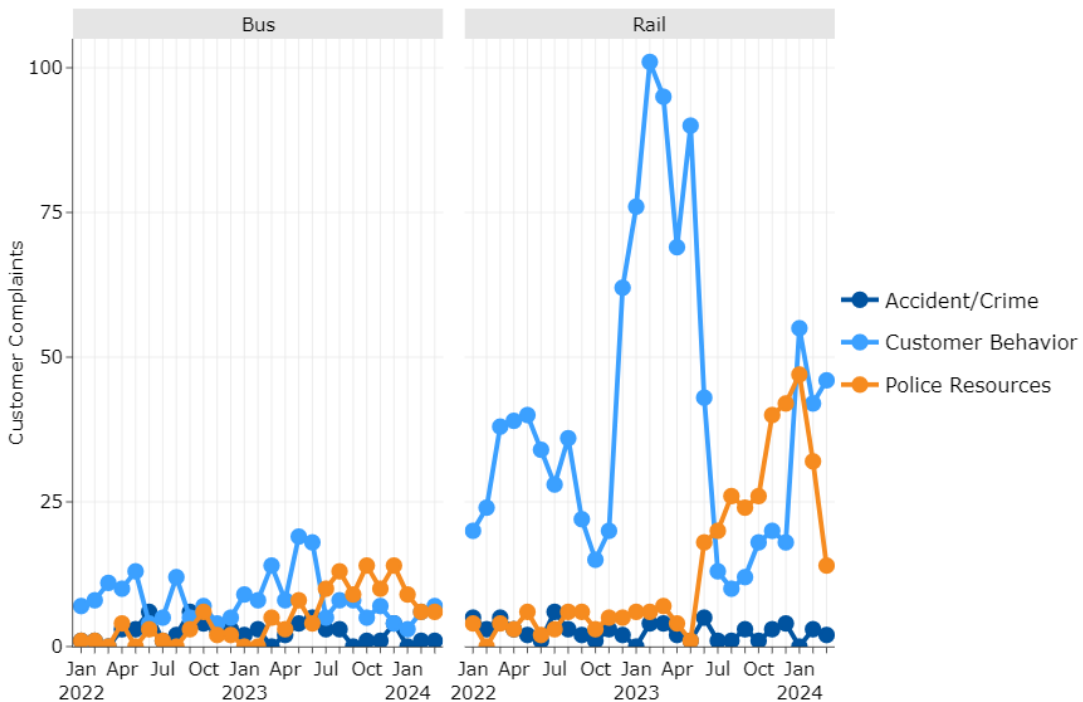
Data source: Facility databases, APC ridership data, Revenue/Ridership rail ridership data. This metric is updated once per year and was last updated Q2 2023.

- Most of Metro Transit’s customers wait where lighting is available.
- In Winter 2022-2023, 66% of transit boardings occurred where the region has invested in lighting at bus shelters, rail and BRT stations, and other customer waiting facilities. This is an increase of 2% since the metric was last calculated for Fall 2021.
- In 2022, D Line stations added light to the system and Better Bus Stops added light to 34 bus shelters.

Measurable goal: Decreased customer complaints relating to public safety on transit

Metric: Monthly counts of customer complaints per incident category

Data source: Customer Relations Database recorded complaints forwarded to Police or Executive team coded as Accident Crime, Customer Behavior, or Police Resources between January 2022 to March 2024



Measurable goal: Improved customer satisfaction relating to public safety on transit

Metric: Customers Responses to Survey

Data source: Customer Satisfaction and Safety Survey, Fall 2023, analysis completed in February 2024

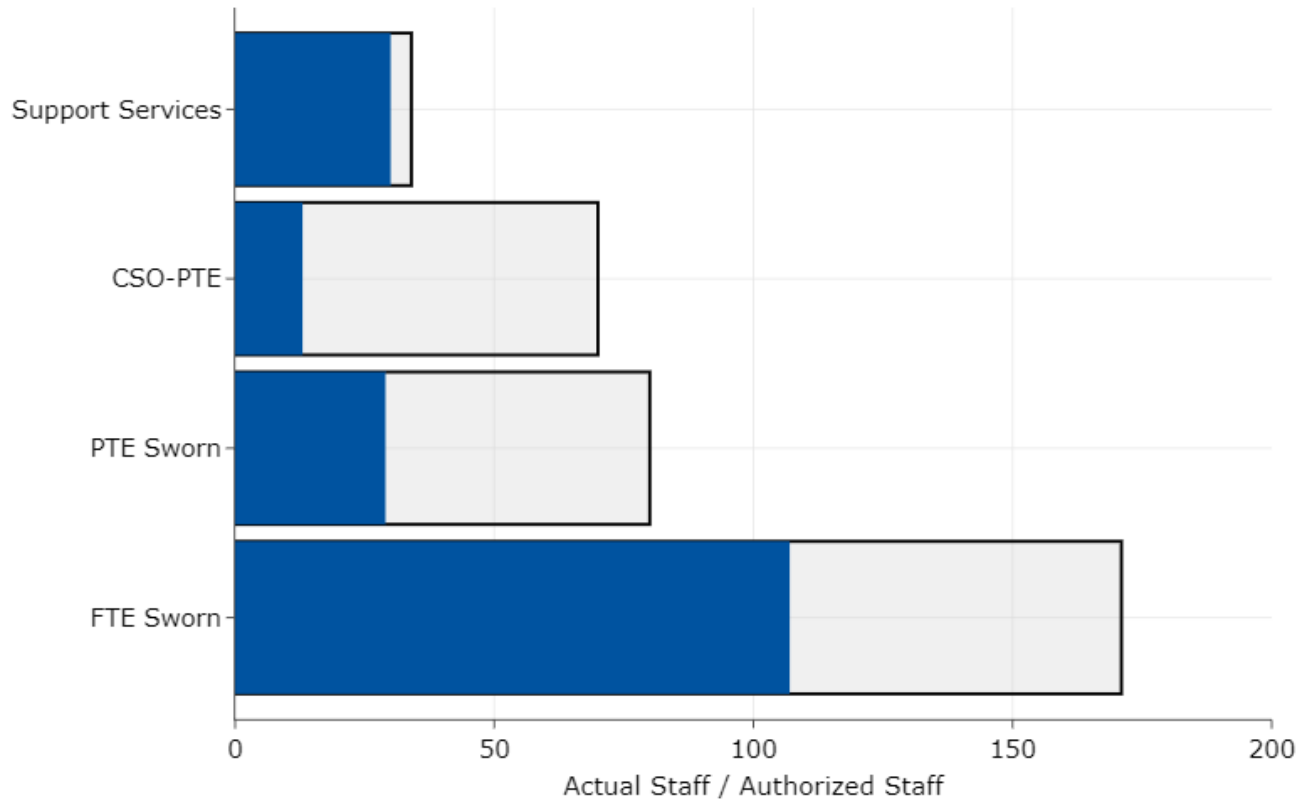
Summary of fall 2023 survey:

- 2 out of 3 respondents are satisfied with their Metro Transit experience. Customer satisfaction and safety have remained stable since last survey.
- Riders feel less safe waiting for service than on board.
- Riders feel less safe on trains than buses and encounter inappropriate behaviors more often there.
- Drug use and erratic behavior are the most common inappropriate behaviors riders encounter.
- More uniformed presence and cleaner facilities would most improve riders' sense of safety. Most riders rarely see MTPD and don't find facilities clean and comfortable.
- 25% of riders think vehicles and facilities are safer in Fall 2023 than 6 months before.
- Most riders say they would ride more if they felt safer

Measurable goal: Increased hiring and retention for officers and non-sworn personnel who provide presence

Metric: Number of Actual Police Staff and Authorized Police Staff by Type on March 10, 2024

Data Source: Staffing numbers from Workforce Director



Area of Work 2: Training and Supporting Employees

The “training and supporting employees” area of work includes efforts to understand and address Metro Transit employee security concerns and build employee skills to address conditions they experience on the system.

Potential measurable goals for training and supporting employees include:

- Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work
- Increased structured interaction and cross-learning opportunities between police and other frontline employees
- Achieving target rates for operator check-ins and on-boards by MTPD

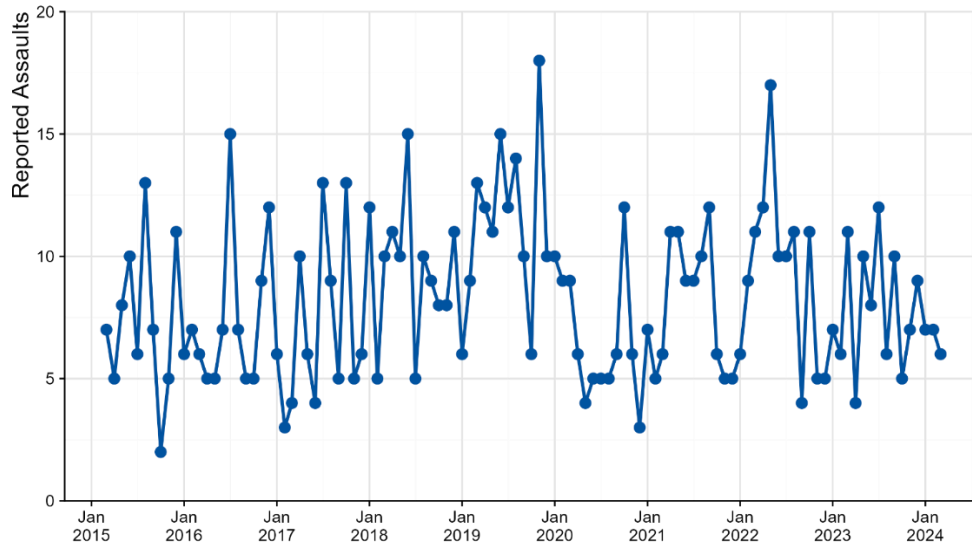
Data not available for this report

- Increased number of trainings relating to public safety, mental health, de-escalation, and related topics
- Increased utilization rates for optional training
- Increased positive responses to employee satisfaction and engagement surveys relating to safety and security on transit

Measurable goal: Decreased proportion of employees reporting they have felt unsafe or have experienced a lack of security while at work

Metric 1: Reported front line employee assaults, March 2015- March 2024

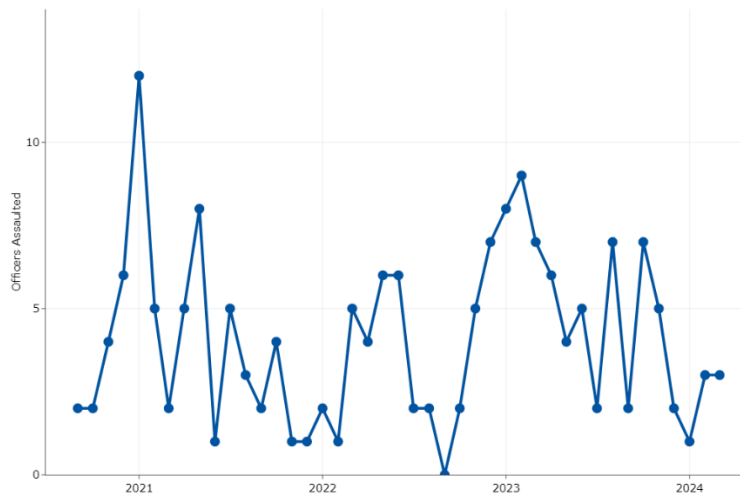
Data source: TransitMaster SSR events



For 1st quarter 2024 there were 18 bus operator assaults of the following types: 11 physical, 4 beverages thrown, and 3 spits. This is comparable to 1st quarter 2023 where there were 18 assaults of the following types: 9 physical, 3 beverages thrown, 3 spits and 2 threats.

Metric 2: Number of Metro Transit Police Officer assaults reported

Data source: MTPD counts September 2020 to March 2024



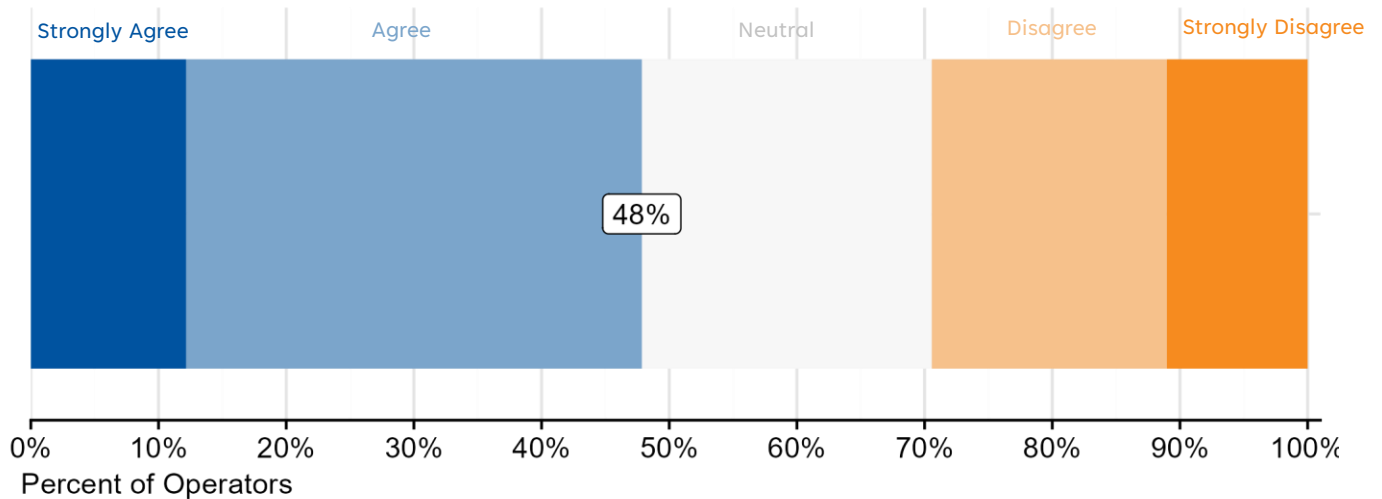
Metric 3: Operator Survey responses related to safety and security while at work.

Data source: Operator Training Survey questions related to safety and security.

Plot: Operators' Agreement with Feeling Safe at Work, Fall 2022 (this same data as reported in Q1 2023 – will be updated with new survey data in 2024)

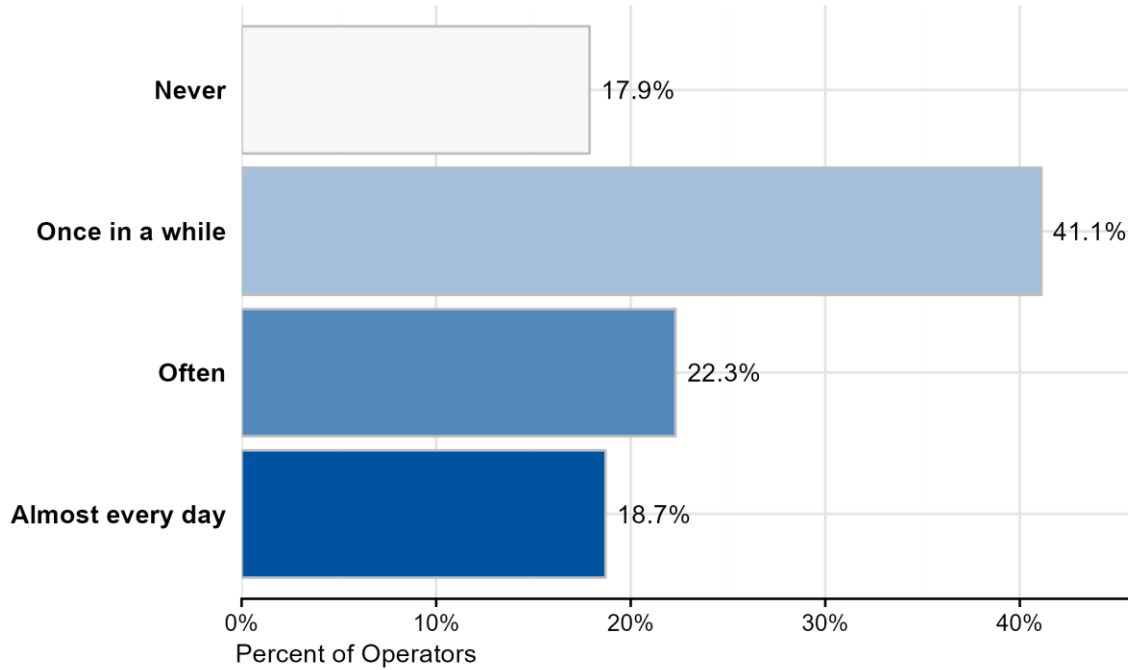
This survey was given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 978 responses; 127 respondents skipped this question. Nearly half of operators agree that they feel safe at work and approximately 30% disagree that they feel safe and secure while at work.

I feel safe and secure while at work.



Plot: Frequency of Operators' Experiences of Harassment or Verbal Assault, Fall 2022 (same data as reported in Q1 2023)

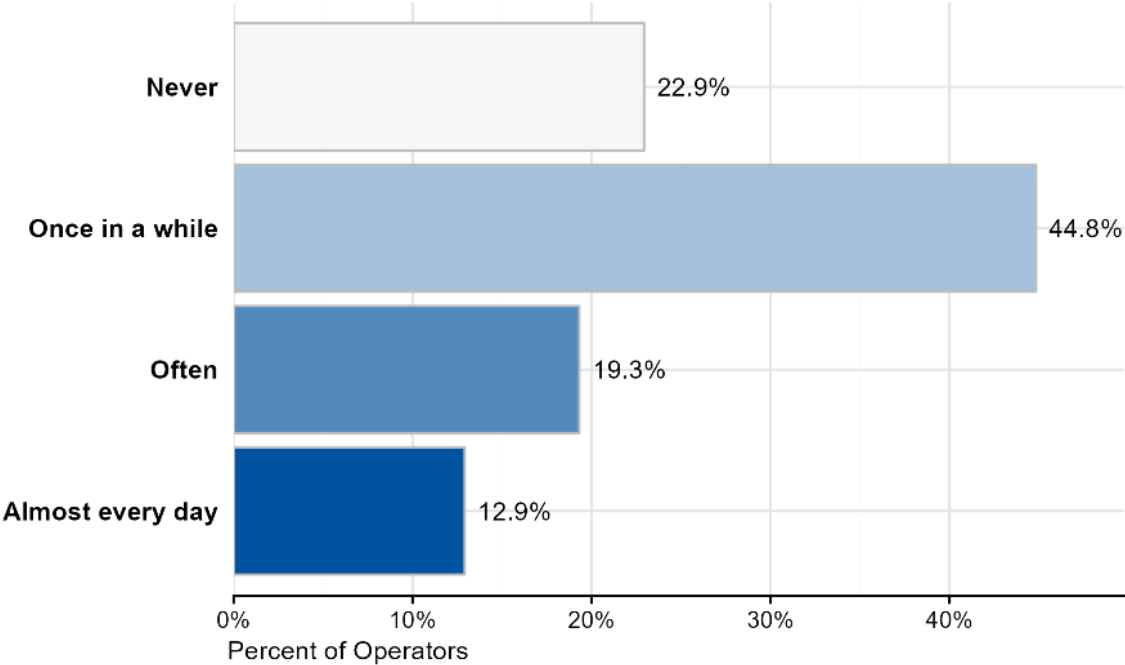
In the past six months, how often have you experienced harassment or verbal assaults from a passenger or member of the public?



Survey given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 973 responses; 132 respondents skipped this question.

Plot: Frequency of Operators' Perceptions of Lack of Safety while Operating Vehicle, Fall 2022 (same data as reported in Q1 2023)

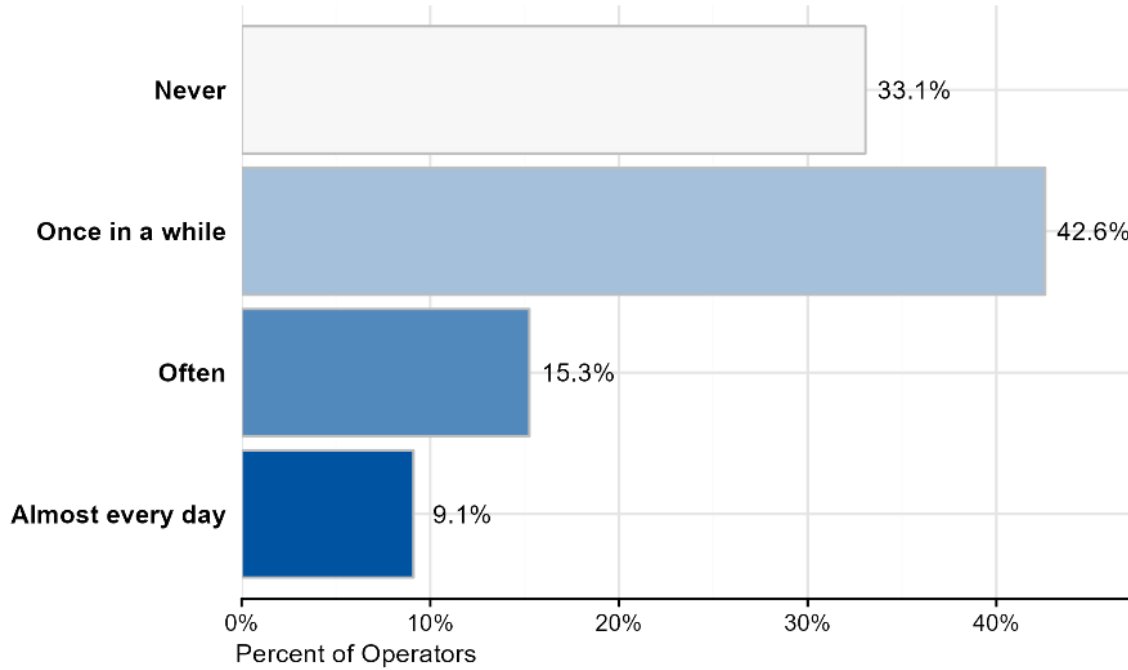
In the past six months, how often have you felt unsafe while operating the vehicle in service?



Survey given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 968 responses; 137 respondents skipped this question.

Plot: Frequency of Operators' Perceptions of Lack of Safety while on Layover or Making Relief, Fall 2022 (same data as reported in Q1 2023)

In the past six months, how often have you felt unsafe while on a layover or while making relief?



Survey given to bus and light rail operators during mandatory training in Fall 2022. Data shown is from 977 responses; 128 respondents skipped this question.

Measurable goal: Increased structured interaction and cross-learning opportunities between police and other frontline employees

Metric: Number of events attended by police staff with frontline staff

During Q1 2024 MTPD continued its commitment to improve communication between the department and frontline staff. Such events that helped promote this included employee town hall events. MTPD also continued its work with Communications to promote positive officer stories. MTPD's front line supervisors also continued their work as garage liaisons to Metro Transit facilities.

Measurable goal: Achieving target rates for operator check-ins and on-boards by MTPD

For now, we are using the same metrics for this measurable goal as reported above to indicate police presence – see pages 24-28.

Area of Work 3: Engaging Customers and Partners

The “engaging customers and partners” area of work includes efforts to involve Metro Transit customers and community partners in improving public safety on transit.

Potential measurable goals for engaging customers and partners include:

Some data available for this report

- Increased availability of information about Metro Transit’s approach to safety and security, including providing transit public safety data on metrotransit.org and in quarterly reports publicly presented to Metropolitan Council Members

Data not available for this report

- Tracking participation in interactions and activities with regional partners designed to collaboratively address systemic issues, including violence, untreated mental illness and chemical addiction, and unsheltered homelessness
- Decreased numbers of people experiencing homelessness on the transit system for shelter purposes and not for transportation purposes
- Achieving target response time to public safety-related comments submitted to Metro Transit Customer Relations
- Increased frequency of opportunities for people to provide input on public safety and transit issues and learn the results of that input

Measurable goal: Increased availability of information about safety and security efforts

Metric: Qualitative information on how Metro Transit shares safety and security information

Recent work to increase availability of this information includes:

- **Adding crime data on website.** In October 2022, Metro Transit added Group A crime data to our website at www.metrotransit.org/performance.
- **Adding quarterly Safety & Security Action Plan updates and other safety and security information to the website.** Metro Transit makes these quarterly reports available on the webpage created in June 2022 to communicate about the action plan: www.metrotransit.org/public-safety.